

## Quality Policy Statement

It is the policy of Ellsworth Adhesives Europe to provide products and services that consistently satisfy the needs and expectations of our customers. We are committed to continuous improvement and have established a Quality Management System which provides a framework for measuring and improving our performance based on the principles of ISO 9001:2015 within the following scope.

### ***Ellsworth Adhesives, East Kilbride, AS9120B***

The stockholding and distribution of specialist chemicals and related application equipment such as needles and syringes.

### ***Ellsworth Adhesives Europe Group, ISO 9001:2015***

Distribution of adhesives and associated application equipment. Speciality repackaging of adhesives and resins. The design, manufacture and servicing of single and multiple component metering, mixing and dispensing systems. Distribution of patterns, foundry and mould-making adhesives and related tooling, consumables and accessories. The manufacture of cast metal identification plates, badges and lettering

We have the following systems and procedures in place to support our aim of customer satisfaction.

- Regular gathering and monitoring of customer feedback.
- Customer complaints procedure.
- Selection and performance monitoring of suppliers.
- Training and development of our employees
- Regular risk-based audits of our internal processes.
- Measurable quality objectives, which reflect our business aims.
- Management review of audit results, customer feedback and complaints.
- Our internal procedures are reviewed regularly and are held in a Quality Manual which is available to all employees.

This policy is posted on the company notice boards and can also be found on the Company website.

Although the Managing Director has ultimate responsibility for quality, all employees have a responsibility within their own areas of work to help ensure that quality is embedded within the company.

The policy review date is (28/01/2021)

Signed:  ..... John Henderson, Managing Director

Date:  .....