

## Quality Policy

It is the policy of Tilsatec Ltd to provide high quality products and services that consistently meet the requirements and expectations of our customers. All products and services shall also meet applicable statutory and regulatory requirements.

The company demonstrates its commitment to quality by operating and continually developing the Quality Management System in accordance with BS EN ISO 9001:2015. Tilsatec looks to continuously improve the effectiveness of its quality management systems and this is demonstrated by following diligent internal auditing systems and participation in external certification by an accredited Certification Body. Tilsatec is committed to satisfying the applicable requirements of BS EN ISO 9001:2015.

Tilsatec will supply only safety equipment and/or related services that fully comply with the standards and regulations and claims made relating to those products and/or related services. Where appropriate, this company will maintain up to date technical files and associated documentation to ensure that regulatory compliance information can be supplied upon request. Where products are sourced from external organisations which hold technical files relating to the products being offered, this company will request confirmation that these files are current, complete, contain appropriate conformity assessment information and, where relevant, regulatory compliance certificates and will take all necessary steps to confirm the validity of the compliance documentation held by that external supplier in respect of the products being sourced. Where services are provided related to safety equipment sourced from external organisations, this company will maintain approval from the manufacturer that the services provided are assessed and approved by the external organisation.

Management ensures that the Quality Management System is communicated and understood throughout the organisation and that measurable quality objectives are defined and established.

All company personnel are encouraged to contribute to the continual improvement of operations and the service provided to customers and are made aware of their relevance and importance of their activities to the achievement of the objectives of the quality system in place.

Tilsatec Limited is a company that feels strongly about reducing the impact on the environment. This document demonstrates our commitment to environmental sustainability and dedication to implementing environmentally responsible practices.

Tilsatec is committed to considering any risks to the organisation and its quality management system that may be caused by the impact of climate change, mitigating and reducing these risks where possible.

Tilsatec has committed to measure our carbon footprint annually. We have set up a carbon reduction plan to reduce our impact on the environment and become net zero carbon by 2050.

Issue Date	Review date	Managing Director	Managing Director Signature
October 2015	July 2024	Ben Griffiths	