

## Quality Policy

CONNECT DISTRIBUTION SERVICES LTD  
CONNECT HOUSE  
SMALL HEATH BUSINESS PARK  
TALBOT WAY  
BIRMINGHAM  
B10 0HJ

Date: 22<sup>nd</sup> August 2017

It is the policy of Connect Distribution Services Ltd to provide the highest quality of service to ensure customer and client satisfaction.

The company is a commercial business operating in very competitive markets. We believe that delivering the highest quality of service, alongside controlling costs, optimising pricing and having a well established strategic plan, is essential to the long term sustainability and profitability of the business.

In order to ensure that all work is carried out in a manner that provides the highest quality of service, the company operates a quality system in compliance with **BS EN ISO 9001**.

The director responsible for quality is the Managing Director of Connect Distribution Services Ltd.

### **The management team is committed to:**

- i) Implementing, integrating and maintaining the Quality Management System and ensuring sufficient resources are made available to achieve this.
- ii) Promoting continual improvement and setting quality objectives in line with the frame laid down within **ISO 9001**.
- iii) Ensuring through communication, engagement and training that employees are familiar with and understand all objectives and procedures for the improvement and maintenance of the quality system relevant to their work in the company.
- iv) Regularly reviewing quality objectives and ensuring the outcome of any review is communicated and understood.
- v) Ensuring our processes meet any applicable regulatory and statutory requirements.

### **Signed**

Andrew Sharp  
Managing Director