

## 5.2 Quality Policy

Metalweb Ltd has developed a Quality Management System to comply with the requirements of ISO 9001, AS9100 & AS9120. We are committed to provide customer satisfaction with the aim of achieving or exceeding their expectations through products and services provided, whilst endeavouring to avoid harm to the environment, our employees, visitors and all others who may be affected either directly or indirectly by our activities connected with the management of materials and components including machining, stockholding and the supply of ferrous, non-ferrous and non-metallic materials from quality assured and other sources with and or without lot traceability.

We shall:

- Commit to the continuous improvement of our performance to quality, environment, health, safety, and energy efficiency.
- Commit to compliance with and provide training for current & future environmental, social accountability and health and safety legislation as applicable, relating to our operation, and any other initiatives to which the company may subscribe build upon colleague competences and encourage them to apply good practise both at work and at home.
- Liaise with relevant external bodies and work with our own staff to continually improve our quality, environmental, social accountability and health and safety performance, prevent accidents and cases of work-related ill health and maintain safe and healthy working conditions.
- Identify and seek to reduce significant environmental aspects & impacts, health and safety risks and pollution which may arise from our processes, operations, and work activities.
- Provide and maintain safe plant, premises, and equipment.
- Minimise, re-use and recycle all materials wherever practicable.
- Discuss quality, environmental, social accountability, and health and safety issues regularly at the highest levels within the company. We shall also consult and communicate with all employees on matters affecting their health, safety, and welfare.
- Liaise with suppliers and customers to facilitate the best possible products, service, safety, social accountability, and environmental practices and to promote recycling.
- To review and revise this policy as necessary at regular intervals.

Sound management principles and practices shall be documented, maintained, and applied to realise these commitments, and to achieve demanding performance objectives. We shall set these objectives annually and, wherever practicable, shall seek to demonstrate progress towards achieving these objectives.

**Karl Weston**

**Managing Director**

**Date 21/03/24**

NOTE: The Board of Metalweb will ensure that the Quality policy is clearly understood, implemented, maintained, and communicated at all levels in the organisation. Senior Managers shall take the Quality policy into consideration in the development of objectives and targets.