



MOOREMACK LTD

Quality Policy Statement

Mooremack Ltd (hereinafter referred to as "the company") is committed to ensuring that its products and services consistently meet or exceed customer requirements and applicable regulatory and compliance standards. The company strives to achieve high levels of customer satisfaction through continuous improvement and the effective implementation of a quality management system.

Scope

Supply and install ductwork and fire-rated installation within the commercial sector (excluding design)

To fulfil this commitment, the company will:

- Identify and address customer needs and expectations, ensuring compliance with agreed standards for products and services.
- Assess and mitigate risks associated with service and product provision processes to minimize defects and enhance reliability.
- Ensure employees possess the necessary skills, competencies, and training to execute their tasks effectively within required timeframes while maintaining quality standards.
- Continuously monitor internal and external factors influencing the business environment to maintain the relevance and effectiveness of the quality policy.
- Recognise the impact of climate change on operations and implement sustainable practices to reduce environmental impact, including resource efficiency and waste reduction.

The company recognises the importance of maintaining mutually beneficial relationships with clients and suppliers. Collaboration is key in implementing this policy and achieving continuous improvement in product and service quality.

All employees are responsible for understanding customer requirements and following established processes to fulfil them effectively. The company will establish quality objectives to measure performance and ensure continuous improvement, with these objectives being reviewed during management reviews.

The commitments outlined in this policy will be communicated to all relevant interested parties and made available as required. Awareness training will be an integral part of the company's strategy to achieve quality objectives, including initiatives to enhance environmental sustainability and address climate-related challenges.



This policy will be reviewed periodically to ensure its continued suitability, effectiveness, and alignment with customer expectations, business needs, and sustainability goals related to climate change

Name: Jody Moore Position: Director

Signature:  Date: 18/03/2025