

Bergmann Direct Ltd – Quality Policy



Bergmann Direct Limited aims to ensure that our products and services meet the needs and expectations of our customers at all times. We are committed to meet all customer, statutory and regulatory requirements in accordance with the Company's policies and procedures.

Top Management are responsible for the implementation of our Quality Management System, to meet the requirements of ISO 9001:2015, within our Integrated Management System. We are certificated by ISOQAR, a UKAS (UK Accreditation Service) approved certification body.

We are committed to:

- 1) Enhance the Quality specification and integrity of products and services.
- 2) Develop and improve our Quality Management System.
- 3) Maximise its effectiveness.
- 4) Improve and develop our staff.
- 5) Working closely with our suppliers/ sub-contractors.
- 6) Minimise risk and exploit opportunities.
- 7) Support our customers in every way we can.
- 8) Observe all legal and regulatory requirements.
- 9) Work ethically and use best practice whenever possible.

We will measure our Quality performance against our objectives to implement improvements when appropriate. We have circulated our Quality Policy to all members of staff and have discussed with them how they can contribute to improving performance in their own area of activity. Our Quality Policy is also displayed on our Company website, office and Warehouse for all to view.

Copies of the Quality Policy are available to all members of staff and relevant interested parties. Copies of Management Review minutes are circulated to all members of staff, who are invited to suggest improvements to procedures and processes.

Name: GORDON McQUEEN

Signed: [Signature]

Date: 25/02/2025

