



QUALITY POLICY STATEMENT

At Tufcot we are committed to providing high quality materials and finished parts to our customers, on time and competitively priced.

We will back this up by providing excellent end to end customer service and support at every step, from initial contact through to dispatch and beyond.

We operate an ISO 9001: 2015 certified Quality Management System that includes areas specific to our position as specialists in the manufacture and machining of Tufcot® engineering composite material.

Our Management Team is committed to:

1. Developing and improving the Quality Management System.
2. Continually improving the relevance of the Quality Management System and documents.
3. The enhancement of customer satisfaction.
4. To link all relevant aspects of the Quality Regime to Tufcot's drive to the Environmental objectives and which form part of our ISO 14001:2015 accreditation.

Our Management has a continuing commitment to enhancing the reputation of Tufcot. We aim to make Tufcot® the composite bearing material of choice for all. We will do this by:

1. Ensuring that customer needs and expectations are determined and fulfilled.
2. Communicate the importance of meeting customer needs.
3. Establish, monitor and report on Quality Objectives across the whole range of processes across the site.
4. Ensure that Senior Management set and review those Quality Objectives.
5. Secure the ongoing availability of resources.

We will constantly monitor our quality performance and implement improvements when appropriate.

This Quality Policy is regularly reviewed to ensure its continuing suitability. Copies are made available to the workforce, management and all interested parties.

13th February 2023