

## QUALITY POLICY

At Engineers Mate Limited, we care about quality. Since the company's inception, we have always striven for a quality response to our customers by providing the highest quality service in offering the best quality products at a value-for-money price. This has become our USP and is a major contributor to the success and growth we have achieved over the last six years.

Although we are still an SME, right from the incorporation of the company, we have always approached every aspect of the business and its processes with a view that we would grow into a larger enterprise. We have been able to do this because all the founding directors and new recruits to the board have come from large organisations, which have given us the experience and background to adopt such an approach.

Within the company, every employee has a Company Procedures Booklet on their desk. This is used by our employees on a daily basis, as a guide and reference point, and is the cornerstone of our Quality Policy, defining all our company procedures, the way we behave at work, deal with customers and suppliers, and sustains a profession ethos which maintains a high level of quality throughout the business. Every department in the company is included in this policy.