

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. This has become our USP and is a major contributor to the success and growth we have achieved.

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 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 professional ethos which maintains a high level of quality throughout the business. Every department in the company is included in this policy.

This company undertakes to supply only safety equipment and/or related services that fully comply with the standards and regulations and claims made relating to those products and/or related services. Where appropriate, this company will maintain up to date technical files and associated documentation to ensure that regulatory compliance information can be supplied upon request.

Where products are sourced from external organisations which hold technical files relating to the products being offered, this company will request confirmation that these files are current, complete, contain appropriate conformity assessment information and, where relevant, regulatory compliance certificates and will take all necessary steps to confirm the validity of the compliance documentation held by that external supplier in respect of the products being sourced.

Where services are provided related to safety equipment sourced from external organisations, this company will maintain approval from the manufacturer that the services provided are assessed and approved by the external organisations.

