



QUALITY POLICY

- 1** The principal objectives of the Quality Assurance Policy of **GREY SIMMONDS FOOD SERVICE EQUIPMENT LIMITED** are to ensure the high quality of goods and services provided to customers and to ensure that quality requirements are determined and satisfied throughout all phases of the contract performance and to ensure that the goods supplied to the customer are fit for the purpose that the customer intends. These objectives are achieved through clearly defined Quality Assurance Procedures which are rigidly applied.
 - 2** The procedures described in the Quality Assurance Manual have been introduced to achieve sound operational and quality assurance practices within the company. Such procedures conform to the requirements of **ISO 9001** and are the **minimum** standard adopted by the company. All these procedures are **mandatory** throughout the company and unauthorised deviations are not permitted.
 - 3** All personnel have a responsibility for quality and are required to conform to the procedures contained in the Quality Assurance Manual. Personnel are encouraged to inform their managers of any changes that could improve quality, thus leading to continuous improvement and achievement of total customer satisfaction.
 - 4** Alternative procedures to those stated in the Quality Assurance Manual, or otherwise required by the customer, shall only be used after agreement with the relevant company management and after their effectiveness and control have been suitably demonstrated.
 - 5** The objectives and goals of **GREY SIMMONDS FOOD SERVICE EQUIPMENT LIMITED** detailed in this Quality Management System are to provide a dedicated customer service.
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Signed:
Managing Director
January 2025
Grey Simmonds Food Service Equipment Limited