

# Quality Management

## Policy and Statement

It is the policy of Bornmore Metals Ltd to achieve and maintain the highest standard of quality in all aspects of our business. This quality policy statement sets out the organisation and arrangement of the company's quality management systems.

Bornmore Metals regard quality standards as an integral part of the business and acknowledge that high standards of quality contribute to the overall performance of the company. The Company is fully accredited to BS EN ISO9001 and it is the policy of Bornmore Metals that all of our activities are carried out in accordance with our quality management system. The quality management system contains all the procedures and associated documentation to manage and control our business and is available to all employees.

### Quality Management Objectives

- To deliver a quality product and service to maintain excellent customer relations
- Customer satisfaction remains inherent to our business
- Our customer's requirements and expectations are understood, met & exceeded whenever possible
- All products are manufactured to a defined quality standard
- Meet customer's requirements in terms of turn-around time, production and reliability of service
- To have the skills and resources to fulfil and supply all customer requirements
- Our employees are fully trained and involved in quality improvement
- To strive to continuously improve our systems and procedures
- A professional approach to customer service is maintained at all times
- Any complaints are dealt with efficiently and within an acceptable time period

These objectives guide our actions to deliver products and services that are safe, compliant and preferred by our customers. They are essential for the achievement of our ambition to be recognised and trusted as the leading full range manufacturer of office furniture in the UK. The following quality systems and procedures are in place to support Bornmore Metals goals of total customer satisfaction and continuous improvement throughout our business.

### Quality Systems and Procedures

- Regular gathering and monitoring of customer feedback
- A customer complaints procedure
- Selection and performance monitoring of suppliers against set criteria
- Training and development for our employees
- Ensure equipment used is fit for purpose, properly maintained and calibrated
- Ensure full traceability throughout the production and distribution process
- Measurable quality objectives which reflect our business goals
- Look for improvements in our procedures and operations to improve organisation and workflow
- Regular audit of our internal processes with management reviews of audit results and complaints

Bornmore Metals recognise the importance that the quality of our products and services has to the future of our business. Quality is important to our business because we value our customers. We strive to provide our customers with products and services which meet and even exceed their expectations.

We are committed to continuous improvement and have established a quality management system which provides a framework for measuring and improving our performance. Quality is a degree of excellence, which is ever changing and every Bornmore Metals employee is involved in managing how we can improve today, tomorrow and long into the future.

### **Disaster Recovery**

The disaster recovery plan covers all the steps necessary to enable Bornmore Metals to return to normal operations in the event of a disaster or major incident that affect whole regions, such as natural disasters, floods or civil disorder, to problems specific to the business. These include fires, strikes, power cuts, telecommunications failures and IT security breaches.

A list of critical resources is also an essential part of the disaster recovery plan. These include telecommunications and information systems, computer networks and databases. Bornmore Metals computer systems are backed up nightly and data stored off-site to ensure that the business can continue to operate its most essential services and activities.

All Bornmore Metals employees have a responsibility within their own areas of work so helping to ensure that quality is embedded within the whole of the company. Our internal procedures are reviewed regularly and are held in a quality manual which is made available to all employees. Bornmore Metals constantly monitor our quality performance and implements improvements when appropriate.

Ian Griffiths

Chief Executive Officer  
Bornmore Metals Ltd.  
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