

Quality Policy Statement of Intent



I, Charles Aris, Chief Executive Officer of Tower Supplies, recognise that delivering quality products and services that meet our customers' needs and comply with applicable standards and regulations is fundamental to our business.

We are committed to ensuring, so far as is reasonably practicable, that all products and services we supply are safe, compliant and of the highest quality.

Leadership & Responsibility

Overall accountability for quality rests with me as CEO.

Responsibilities are shared across the organisation:

- Leaders and managers are responsible for implementing quality standards and managing quality risks within their areas
- Employees are expected to champion quality in everything they do, follow company procedures, and take ownership of delivering high standards

We will ensure that competent advice is available where necessary to support effective quality management.

Our Vision & Mission

Vision: To build a brand of trust and confidence through efficient customer excellence by best-in-class OTIF, high-quality communications and agile innovation.

Mission: To make the workplace a better place.

Our Values:

- Integrity – Ethics and Openness
- Innovation – Progress, Create and Inspire
- Respect – Care and Protect

Our Commitments

We will:

Customers

- Identify our customers' current and future needs and expectations
- Meet customer requirements in every respect
- Only supply products that fully comply with applicable standards and regulations
- Encourage customer feedback to help us improve our services
- Keep customer satisfaction at the heart of our business

Internal Systems

- Establish and maintain a Quality Management System which complies with ISO 9001:2015, BSIF and other applicable regulatory requirements
- Cultivate a quality-conscious workforce that strives to do things right first time and promotes the same to others who affect our activities and/or our reputation
- Ensure adequate resources are made available to support this policy
- Manage quality risks to ensure activities are performed effectively and to the highest standards
- Set and achieve quality objectives intended to improve customer satisfaction and quality performance
- Conduct internal audits to verify continuing compliance with ISO 9001:2015, BSIF and other applicable regulatory requirements
- Use performance information to facilitate continual improvement

Colleagues

- Ensure colleagues have the knowledge, skill and resources to perform their duties to high standards
- Ensure everyone is a champion of delivering quality moments to our customers and their colleagues

Suppliers

- Source products and services from socially responsible suppliers
- Use suppliers who share our commitment to regulatory compliance and customer satisfaction
- Build relationships with suppliers to encourage cooperation and improved performance

British Safety Industry Federation – Registered Safety Supplier Declaration

Tower Supplies undertakes to supply only safety equipment and/or related services that fully comply with the standards, regulations and claims made relating to those products and/or related services. Where appropriate, this company will maintain up to date technical files

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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, Tower Supplies will maintain approval from the manufacturer that the services provided are assessed and approved by the external organisation.

Our Approach

We are committed to preventing non-conformance and creating an environment where quality is considered in all business decisions.

Continuous Improvement

We will review our performance, learn from experience, and continually improve our Quality Management System.

Review

This policy will be reviewed at least annually, or sooner where significant changes occur.

Charles Aris
Chief Executive Officer

Date: 20th May 2026

