



Quality Policy Statement

Our Vision

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

Our Mission

To make the workplace a better place.

Our Values

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

To achieve our Vision and Mission we must all understand and uphold the following principles: -

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.
- Keeping customer satisfaction at the heart of our business.

Internal Systems

- Cultivate a quality conscious workforce that strives to do things right first time and promote 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.
- Maintain a quality management system that complies with ISO 9001:2015, BSIF and other applicable regulatory requirements.
- 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

- Colleagues have the knowledge, skill & resources to perform their duties to high standards.

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- 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 for 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 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.

This policy is communicated to all colleagues and to others as applicable and is periodically reviewed and updated as necessary to ensure its continuing suitability.

A handwritten signature in black ink, appearing to read "C. Aris", with a long horizontal stroke extending to the right.

Charles Aris
Chief Executive Officer

02.06.25
Date

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