

## Quality Policy Statement

John Cotton Group is committed to meeting our Customers' Quality Requirements. We are motivated by continuous improvement and customer satisfaction. We continually seek to improve the effectiveness of our Business Management System by conforming to ISO9001:2015 in all business areas.

By working with our suppliers, employees and other stakeholders we strive to achieve the Group's Quality Objectives.

### Quality Policy

- We aim to continuously improve our customer satisfaction by measuring our customer perceptions of product quality and acting to improve appropriately, with the aim to be the supplier of choice.
- We aim for high standards by continually improving our processes to reduce variation and waste.
- Key business measures, as defined by Management (KPI's) are communicated and reviewed at regular intervals.
- Our Group Management will involve all personnel in understanding and implementing our policies and objectives. Our duties will be performed effectively through on-going development and/or training.
- In line with ISO9001:2015, John Cotton Group understands the context of the organisation and has identified and addressed internal and external issues and the needs of interested parties to ensure the Business Management System meets its intended purpose.
- Our Policy is communicated, understood, implemented, and maintained at all levels in our Company and is available to all interested parties on request.

The company regards quality as being the responsibility of all persons who work for the company and expects everyone to act at all times in a manner that supports this quality policy and to report any non-conformances in a prompt manner.

The senior management are responsible for ensuring that this policy is effectively communicated, implemented, and maintained at all levels of the organisation and that personnel operate in accordance with the system and procedures described herein.

This policy is reviewed and re-approved by senior management on an annual basis.

A handwritten signature in black ink, appearing to read 'Nick Manning', is written over a horizontal line.

**Nick Manning**  
**Group Chief Executive Officer**