



Quality Policy

The scope of business for Redco Limited is

“Precision Engineering of Plastics and Metals; Stockholders of Plastics, Rubbers & Foams”

REDCO Limited (The Company) is located in Norwich, Norfolk and provides items and components as identified within the above company scope to customers mainly within the UK, Europe and worldwide and is committed to an ongoing policy to ensure that It involves meeting and surpassing the customer’s expectations and operational needs through interpreting the clients brief and requirements.

The Company has established an Integrated Management System (IMS) which meets the requirements ISO 9001:2015 (Quality Management Systems – Requirements), ISO 14001:2015 (Environmental Management Systems – Requirements) & ISO 45001:2018 (Occupational Health & Safety Management Systems – Requirements).

It is the responsibility of every employee to ensure that our products and services meet the quality criteria set by the Company. The company supports a culture that values the highest quality performance with every function having the objective of quality in mind. The Company aims to support these commitments by the use of the Integrated Management System which will be reviewed to assess its effectiveness and opportunities for continual improvement by ensuring: -

- The service provided conforms to agreed customers' requirements including compliance with legal, and other requirements.
- The IMS and Policies are subject to on-going review via the formal Management Review Process to ensure it continues to be effective and suitable for the company business needs.
- Quality objectives are set, reviewed and progressed via the formal management review process. These objectives are clearly communicated to all employees so that they may participate in their achievement.
- Appropriate resources are available and training is organised to support the needs of the business.

The Company has a policy of continual improvement to its Integrated Management System (IMS) including its services and customer focus ensuring that we understand the customer’s needs, both now and for the future and by: -

- maintaining the company’s integrated management system which conforms to ISO 9001:2015, ISO 14001:2015 & ISO 45001:2018.
- to be attentive to our clients’ needs and requirements, then develop those objectives and integrate them into the review process.
- continually improving customer satisfaction.
- to enable our people to formulate solutions that meet and surpass our clients’ expectations
- promotion of equal opportunities and to nurture innovation
- continually develop the communication between staff and customers, interested parties and ensuring that all employees are suitably trained and resourced.
- all new and existing personnel and persons working on behalf of the Company are made aware of the Quality Policy by internal communication (e.g. displayed within the company workplace), on-going training and Induction.



Quality Policy (continued)

- this Quality Policy is also made available to the public and other relevant interested parties either electronically via the web site and / or via hard copy issued on request.

The Quality Policy is supported by systems and processes that are aligned and meets ISO 9001:2015, ISO 14001:2015 & ISO 45001:2018 requirements and is communicated to all employees, sub-contractors and other personnel working on behalf of the Company.

This policy is a strategic business tool and supports the corporate philosophy to provide a quality, innovative, compliant and sustainable service to the sectors in which the company operates.

This Quality Policy is approved by the undersigned and is the authoritative document relating to the Quality Management within the Company.

Name: Mr M Redshaw

Title: Managing Director

Signed: _____

Date: September 2018