



QUALITY POLICY STATEMENT

Merson Group Ltd is committed to supplying the highest level of product and service to its customers. We aim to do this by developing client relationships, consistently exceeding expectations, and achieving strong business performance

It is company policy to:

- Develop and maintain a business management system in accordance with the requirements of the relevant standards and legislation;
- Work with all interested parties, to continually provide product which fully meets customer requirements, thus achieving our strategic goals;
- Ensure, through training, that staff understand their role in maintaining high standards of service provision and customer service;
- Provide employees with suitable, and achievable, objectives, as identified through the strategic objective of the business and put in place a framework to review these at agreed intervals;
- Strive for continual improvement in performance, underpinned by the necessary financial resources;

Signed:

Date:

07/06/19

Merson Group Chief Executive Officer

HEAD OFFICE

2 Young Place Kelvin Industrial Estate, East Kilbride, Glasgow G75 0TD

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Registered in Scotland SC020547

MERSON GROUP

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