

Quality & Environmental Policy.

Ormandy & Rycroft incorporating Hartley & Sugden, Ormandy Electric Heaters and DREH is committed to the prevention of pollution associated with its activities and continually improving levels of Quality & Environmental compliance to at least those required by BS EN ISO 14001 (and all associated legislation & codes of practice & imposed requirements), the Pressure Equipment Directive 97/23, EN ISO 9001. ATEX Directive 94/9EC concerning electrical equipment for use in potentially explosive atmospheres,

We consider that only by the promotion of this concept and philosophy amongst all employees can the needs and expectations of our customers be met, and our reputation for Quality and Environmental control be maintained. To meet these expectations the company's objectives include the following:

To continually search for product excellence and reductions in environmental impacts and carbon emissions through improvements to design, manufacturing, delivery performance and customer response through the company's commitment to continuous improvement, KPI have been established to monitor and measure the performance of improvement activities. This objective is fundamental to the company's commitment to only market products of such standard that will ensure customer satisfaction through performance and economics.

This is to be achieved through formalised procedures and assigned responsibilities as detailed in the Quality Manual and associated documents, which together, provide a Management System dedicated to meeting and exceeding customer and environmental requirements.

The effectiveness of this system is constantly monitored and periodically reviewed by the executive management of the company who are totally committed to its support.

It is the responsibility of the management and their representative, the Quality Assurance Manager, to ensure that employees are familiar with the Management system and that it is understood, implemented and maintained.

All employees are given the appropriate training necessary to satisfy the objectives of the policy.

The overall responsibility for Quality & Environmental control is vested in the Managing Director with the delegated responsibility to the Quality Assurance Manager for day-to-day control.

It is essential that all aspects of the system are worked to, and to this end compliance with the manual is mandatory upon all employees.

Signed

Paul Cooper
Managing Director
25-03-2013