

It is the policy of **Kaliber Group of Companies** to provide quality products, services and solutions that consistently meet, or exceed customer requirements and expectations through continuous improvement and the administration of a Business Management System which has been established and maintained to meet the requirement of the **KITEMARK SCHEMES FOR PVCU** and **ALUMINIUM WINDOWS AND DOORS** and **PAS 24 Enhanced security performance requirements for door sets and windows in the UK.**

This is achieved with the commitment of senior managers and all employees who are individually responsible for the quality of their work and for the continuous improvement of the effectiveness of the Business Management System. Objectives & targets are set by senior managers throughout the company so that continuous improvement is maintained in line with the spirit of this policy.

Top management is committed to ensuring that customer and applicable statutory and regulatory requirements are determined, communicated, understood and consistently met. They will achieve this by:

- taking accountability for the effectiveness of the Business Management System;
- ensuring that this quality policy and company goals that are established are compatible with the strategic direction of the company;
- ensuring the integration of the Business Management System requirements into the company's business processes;
- promoting the use of the process approach and risk-based thinking;
- ensuring that the resources needed for the Business Management System are available;
- communicating the importance of business management and of conforming to the Business Management System requirements;
- ensuring that the Business Management System achieves its intended results;
- engaging, directing and supporting persons to contribute to the effectiveness of the Business Management System;
- Promoting improvement;
- Supporting other relevant management roles to demonstrate their leadership as it applies to their areas of responsibility.

This policy will be communicated to all employees and companies working on our behalf. Employees and other organisations are expected to co-operate and assist in the implementation of this policy, whilst ensuring that their own work, so far as is reasonably practicable, is carried out without risk to themselves, others, or the environment.

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**David Richards**  
**Chairman & Managing Director**  
**1<sup>st</sup> September 2017**

The policy is reviewed on a periodic basis, or following significant changes to the business activities.

