



QUALITY POLICY STATEMENT

Leinster Environmentals' products are used worldwide in applications, which demand the highest standards of performance and reliability. The quality of our products and services play a key role in achieving customer satisfaction and in turn business success.

It is the company's policy to provide competitive products and services, which **are fit for their intended purpose** on time and fully conform to the requirements of our customers.

Our overall quality objective is to continually improve customer satisfaction by operating efficient and effective quality systems, striving to exceed customer needs and expectations at every opportunity. This is achieved through understanding current and future customer needs and expectations, through structured planning for the future organisation and managing change.

It is company policy to deal efficiently with all customer concerns regarding product quality and service, to resolve issues as far as possible to the satisfaction of its customers.

Leinster Environmentals operates an open style of management where potential problems can be identified early and corrective/preventive actions taken. Individual and team commitments to excellence is actively encouraged. It is everyone's responsibility to aim for error-free work at all stages and specifically:

- To work to the policy and procedures described in the Quality Manual and associated documents.
- To highlight areas where improvements can be made to meet the requirements of our customers.
- That all managers and supervisors ensure that everybody under their control understands the system and that it is implemented and maintained in their areas.

James Loughran

James Loughran
Director