

Each company within the EVO group of companies is committed to meeting all our customer expectations through the distribution of products fit for purpose, and the provision of an efficient service using our own IT systems and Truline transport fleet.

A programme of continual improvement is ongoing through two-way communication regarding our products, service and performance to all customers, suppliers and internally. Our objectives for our distribution and manufacturing operations are to exceed the quality and service levels customers expect and demand from us.

We are committed to meeting all relevant current legislation and compliance obligations.

We have an integrated management system that provides assurance to our internal colleagues and offers both confidence and guidance. The key elements of this system are:

- The expectations that all colleagues must adhere to their key quality responsibilities, regardless of function, location, or level in the organisation.
- The processes by which we carry out our work from initial concept through to providing the service agreed and delivering the product in full and on time.
- The standards of behaviour we expect from our colleagues and managers in working to these processes and delivering these services.
- The reporting, reviewing, auditing and actioning of our compliance and performance to these standards and processes.
- The technical training and competence required from our colleagues to safely and consistently deliver outstanding customer service.

As part of our quality commitment we work in line to the ISO9001 Quality Standard and in conjunction with our own set of internal business processes, determine and review quality objectives and targets during a yearly management review. Our commitment is as follows:

- Working in line to the ISO 9001 standard and conformance to our own internal operating business processes with ongoing performance analysis of quality related activities and management review meetings.
- Comprehensive scheduled internal audit reviews.
- Regular communication to all internal colleagues around the business about customer care and quality matters.
- To discuss opportunities for continual improvement in annual senior management reviews.

Responsibilities: Senior Management Operational Management and All Employees



Policy issue: Dec 2022
Next Review: Dec 2023