



Quality Policy

Business Management System

Quality Policy

Our Goals:

To grow a successful manufacturing business, retaining the essence of Naylor, and to be the preferred choice for our customers:

Our four guiding principles:

- **Our people** | Naylor provides a safe working environment based on teamwork, and mutual respect. We aim to be an employer of choice that is inclusive and enables the positive development of all of our colleagues.
- **Our customers** | Naylor is a trusted business partner with long term relationships. We aim to be the supplier of choice, easy to deal with and to provide an honest and flexible approach to business.
- **Our business** | Naylor is a forward-thinking entrepreneurial business with strong governance to ensure profitability and future investment. We have a demonstrable track record of long term success to maintain our position in the markets we serve.
- **Our planet** | Naylor is dedicated to supporting the drive toward net zero. We aim to develop our business in a sustainable manner ensuring that we reduce waste and develop products and systems that reduce the impact of manufacturing on our planet.

Our management system will:

- Meet the requirements of BS EN ISO 9001:2015 & relevant national & international standards.
- Ensure that the expectations & needs of customers are fully realised.
- Ensure we deliver high standards in:
 - Procurement
 - Manufacture
 - Supply

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Our Responsibilities:

The System has the approval & the full authority of the Group's Board of Directors, who will ensure:

- Its provisions, regulations & requirements are implemented throughout the Group.
- The system underpins the overall principles & objectives of the Group as defined by its policies and annual business plan
- The system is continually evaluated & reviewed via annual management review & audit to ensure:
 - it meets the provisions of this policy.
 - the needs & expectations of interested parties are understood.
 - the management system scope is adequate.

Business risks & opportunities are identified.

- relevant objectives are set & progress evaluated.

Our People:

Adherence to this policy involves not only the management but also every employee of the Company who has been made aware of this policy.

We aim to:

- Develop a culture of quality excellence
- Provide quality guidance & awareness to all employees
- Empower our employees to be able to improve quality of product & service.



Richard Edwards
Managing Director, Naylor Drainage Ltd

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