

## Quality Policy

### Strategic Direction

To provide high quality flooring every step of the way.

### Scope and context of the organisation

Since 2004, Bathgate Flooring Ltd has built a reputation in the industry for providing raised access flooring solutions. The company is one of the many arms of The Bathgate Group and takes on board their values of quality, trust, honesty, fairness and respect. These values are instilled throughout Bathgate Flooring; Manufacturing, Supply Only and, Supply and Installation.

The primary objective of Bathgate Flooring is to maintain the trusted reputation that has been built over the years, to deliver customer expectations from concept to completion. We aim to continually improve the products and services we provide to meet our client's requirements, to deliver an excellent standard of service and a quality product that we can justifiably be proud of.

Only by providing an outstanding service and a quality product, will we achieve our aims of long term success and sustained improvements.

Bathgate's Raised Access Flooring Supply and Installation service operates to ISO 9001:2015. The in-house teams of Contracting, Estimating and Sales are highly experienced and can offer advice and support through knowledge and practical experience of products, projects and the requirements of PSA and BSEN.

### Policy Statement

Bathgate Flooring Ltd is committed to:

- Maximising business opportunities where possible whilst identifying our risks of internal and external factors.
- Continually improve and enhance our quality performance through our objectives and targets created to ensure intended outcomes are met.
- Delivering our activities, products services that meet statutory, regulatory and other applicable requirements relevant in our industry.
- Ensuring the risks and opportunities that can affect conformity of our activities, products and services are addressed and the focus on enhancing customer satisfaction is maintained.

All personnel within the company are responsible for the quality of their work. The company provides training and has established systems to assist all personnel to achieve the standards required. While we endeavour to offer a service and a product that we can be proud of, we have to recognise that we don't always achieve our own high standards. We are committed to investigating any customer complaints, to where necessary the revision of processes and procedures, and to put right all justified complaints when required.

Signed.......... Date.....8<sup>th</sup> October 2024.....  
(reviewed annually)

Andrew Hubbard  
Managing Director  
Bathgate Flooring Ltd