



## Quality Policy

Burlington Uniforms Ltd's policy is to improve the effectiveness of its Quality Management System and the quality of services that are delivered to their clients, in a way that enhances customer satisfaction year-on-year. We maintain quality management criteria that enable us to assure the quality of the services and products that we provide to our customers.

Burlington Uniforms first attained ISO 9001 certification for its Quality Management System in 2010 and in 2016 the system was re-certified to the latest ISO9001:2015 standard.

### Quality Objectives

Burlington Uniforms Ltd will aim to provide optimum satisfaction as judged by the client, whilst recognising that there can be no compromise on the objectivity and integrity of the service we give. We will strive to ensure that our contract performance:

- Meets or exceeds the client's expectations,
- Fulfils our contractual obligations,
- Represents best value for money,
- Makes a contribution to our business goals and objectives,
- Is ethical and socially responsible,
- Is sustainable.

### In pursuit of these objectives, senior management will:

- Seek to ensure that the Burlington Uniforms brand is perceived as being the best in the corporate wear industry,
- Work closely with our customers, suppliers and partners to achieve our business and quality objectives,
- Strive to deliver products and services of the highest practicable quality,
- Identify and build on opportunities to improve the quality, reliability, and consistency of our goods and services,
- Be proactive in communicating with clients to obtain feedback on their satisfaction with goods and services,
- Analyse management information in order to monitor timeliness and accuracy of deliveries and reasons for returns,
- Continually monitor the physical quality of goods that we supply,
- Maintain our commitment to corporate social responsibility, equality and diversity, ethical trading, health and safety, Modern Slavery Act compliance and sustainability.
- Maintain our ISO 9001 certification and the effectiveness of our Quality Management System through a programme of planned audits and management review,



- Monitor progress towards our objectives and targets at management review meetings,
- Identify and manage any risk that may adversely impact upon our achievement of these objectives,
- Review this policy at least annually.

### **Quality Standards for Safety Equipment**

Burlington Uniforms undertakes to supply only safety equipment and/or related services that fully comply with the standards and regulations and claims made relating to those products and/or related services. Where appropriate, the Company will maintain up to date technical files and associated documentation to ensure that regulatory compliance information can be supplied upon request.

Where products are sourced from external organisations which hold technical files relating to the products being offered, Burlington Uniforms will request confirmation that these files are current, complete, contain appropriate conformity assessment information and, where relevant, regulatory compliance certificates and will take all necessary steps to confirm the validity of the compliance documentation held by that external supplier in respect of the products being sourced.

Where services are provided related to safety equipment sourced from external organisations, the Company will maintain approval from the manufacturer that the services provided are assessed and approved by the external organisation.

**Signed:**

Adrian Hewitt  
Managing Director

**Date:** 19<sup>th</sup> July 2024

**Review Date:** 18<sup>th</sup> July 2025