**We at Midland Lead, as a manufacturer and supplier of machine cast, rolled and sand cast lead for the construction, heritage and healthcare industries worldwide. Our vision is to be a supplier of choice to our customers.**

**Our promise to our customers is to provide added value by:**

* Improving our understanding of our customers’ needs and expectations
* Understanding that our customers’ needs and expectations are constantly changing
* Continual improvement of our products and services through the identification and monitoring of Risks and Opportunities

**Our promise to our employee’s is to create an inspiring and innovative environment by:**

* Building an infrastructure of communication
* Communicating clearly and openly across all levels of the organisation
* Creating a culture of learning, flexibility and change throughout leadership
* Developing clear achievable goals
* Being committed to continuous improvement of our processes and Quality Management System
* Consulting and training of this policy

**We promise to demonstrate our commitment to Quality, Safety and the Environment by:**

* Complying with all applicable statutory laws and regulations
* Maintaining and continually improving our Management Systems
* Continually monitoring and reviewing our policies and processes for suitability and effectiveness. Any improvements identified are implemented as soon as possible.