

## POLICIES

# QUALITY POLICY

**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.

**SIGNED:**  
Managing Director



**DATE:** December 2019

**REVIEW DATE:** December 2020