



Quality Policy Statement

It is always the policy of W McClure Ltd (McClures) to provide a range of services across our business which meet or exceed the requirements of our customers.

Our aim is to deliver our strategy and provide quality service and high standards which meet the expectations and needs of our customers, realising value whilst building sustainable return across McClures.

We will deliver our aims through taking a pride in everything we do and the commitment, determination, skill and competence of our people plus our ability to work collaboratively as a team internally and with our customers.

It is our policy to manage all aspects of our business diligently and comply with contractual, statutory and legal requirements. The management systems will conform to the principles and the quality requirements of ISO9001 and appropriate resources and the authority to support the systems will be provided.

Our customers are at the heart of everything we do, and we encourage a partnership of working together to find and implement the best solutions, thus ensuring continued dependability. Our brand has been built on a long tradition of excellent customer service and we are committed to innovation and investment in our services providing customers with the highest performance solutions as we strive to continue to be the experts in our chosen fields.

Our people have an essential part to play in delivering a quality service and identifying ways to continuously improve our service and the management systems. We encourage a culture where people feel engaged and empowered to effect change.

Adoption of our Quality Policy and adherence to the related management systems is mandatory throughout our organisation.

This policy shall be formally reviewed at least annually.

Date: September 2024

A stylized, handwritten signature in black ink, appearing to read "Ben McClure".

Ben McClure (Sales Director)