

## Quality

B&N Glass & Aluminium manufactures and installs glass and aluminium doors, windows and frames for the residential and commercial sectors.

### Obligations

Management is firmly committed to:

- Comply with client specifications and relevant statutory requirements
- Establish and maintain objectives and targets with the aim of eliminating inefficiencies
- Define roles and responsibilities of personnel
- Comply with ISO 9001:2015
- Make available all operating instructions and directions to ensure service consistency
- Ensure that our external providers of processes and services conform to requirements of our customers and our standards, and to any regulatory requirements
- Monitor, inspect, measure and report the effectiveness of our quality management goals and system.

### Business Goals

- To have a growing and sustainable business
- To comply with our legal and safety obligations
- To consistently meet production and installation targets
- Focus on customer satisfaction and continual improvement

### Application of This Policy

This statement is issued to indicate our commitment to our clients and our standards of service. The full support of our employees, suppliers and subcontractors is sought in meeting our commitment.

This policy applies to all business operations and functions, including those situations where workers are required to work off-site.

Brent Hinschen (Managing Director)  
05 September 2023

