

## Quality Policy

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Scott Direct is a supplier of safety products, workwear and tools. We are members of the BSIF (British Safety Industry Federation) and their associated RSSS (Registered Safety Supplier Scheme). We uphold their commitment to ensuring safety products comply with required standards and regulations and can provide access to relevant supporting technical files. We are committed to continually improving the quality of the products and services we supply. We achieve this through a rigorous, cyclical process of improvement, assessment and review through structured internal audit. Quality objectives are set annually and reviewed as part of this process.

Responsibility for quality is shared across all members of the Scott Direct team, spanning every department. The main Scott Group Board provides leadership cascaded through Scott Direct by the Managing Director and the designated Quality Manager. Compliance with this Quality Policy is mandatory for all personnel employed by Scott Direct Limited.

We achieve this by:

- Maintaining a positive business culture.
- Operating and regularly reviewing a Quality Management System, meeting or exceeding the requirements of ISO 9001:2015.
- Working closely with suppliers to ensure product quality and supply are ethically and environmentally maintained.
- Engaging with the RSSS to ensure only quality safety products are supplied.
- Focussing on efficient warehouse and inventory management processes.
- Utilising effective data management to achieve accurate product categorisation, item coding and pricing.
- Sales/Service, multi-layering contact points facilitating communication and aligning the teams/contacts efficiently.
- Providing training and facilitating education to maximise individual employee potential.

As a distributor, we exclude ourselves from design elements in Section 8.3 of the BS EN ISO 9001:2015 standard, which are out of our scope. We also exclude ourselves from 8.5.3 of the standard as we do not hold any intellectual property or personal data for customers or external providers.

Rob Sayles

**Managing Director**

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