

# Scott Pallets Quality Policy Statement

Scott Pallets shall establish, document, implement and maintain a quality management system and continually improve its effectiveness in accordance with the requirements of BS EN ISO 9001:2015.

Senior management shall demonstrate that they are fully committed to fulfilling our customer requirements, expectations and needs by providing adequate resources, effective communication and systems of management review to effect continual improvement.

Scott Pallet's senior management shall ensure that the following fundamental requirements relating to the design, development, specification, manufacture and distribution of wooden pallets;

- Regular internal audits of systems and procedures will be carried out by appropriately trained personnel
- Materials and services externally sourced will be subject to the supplier approval process and will be reviewed and assessed appropriately
- Employees are adequately trained, supervised and competent in their job role
- Systems for the effective capture, recording and management of customer complaints will be established and data reviewed on a predetermined frequency



John Ballinger  
Compliance Director  
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