

Quality Policy

Bristan Group is the UK's leading supplier of bathroom and kitchen products in the UK, supported by market leading brands. The following statement is our quality policy, developed by the CEO and supported by all managers and employees. This policy forms the basis of the quality management system and is binding to all employees.

Bristan Groups principal quality strategy objectives are:

- To establish and maintain a companywide quality management system, which meets or exceeds the requirements of the ISO 9001- 2015 standard.
- Provide clear focus on priorities by establishing business and quality objectives, which are reviewed periodically through the management review process.
- To develop, document and operate processes, which will enable us to provide innovative products and services of the highest quality to maximise customer satisfaction.
- To ensure that all employees are involved in the drive for excellence in our business through appropriate training and development as we believe that the abilities, knowledge and experience of our staff are our most valuable resource.
- This policy is communicated to all employees to ensure that they fully understand how their job role contributes to the effective implementation of our quality management system.
- This policy reflects the current business structure, size and operation. However, this policy is reviewed for continuing suitability during management review meetings.
- The requirements of all interested parties are clearly understood so that our products and services can be delivered in a timely and professional manner

Overall responsibility for the quality of products and service delivery lies with the CEO, who is responsible for promoting a focus on customer satisfaction and ensuring overall effectiveness and continual improvement. Day to day responsibility for maintenance of the quality management system is delegated to the Quality Manager.

Signed.....



Date:

21.02.2018

Jeremy Ling: Chief Executive Officer Bristan Group

Health Safety & Environmental Policy

Bristan Group is a part of the Masco Corporation and recognises their global Health Safety and Environmental strategy.

Directors and management have responsibilities for maintaining and implementation of the policy and must ensure that Health, Safety & Environmental issues are given adequate consideration in the planning and day-to-day supervision of all work.

The Management Systems is recognised as key for achieving this. Procedures are also designed to control risks, identify hazards to eliminate or significantly reduce or prevent accidents, work related ill health, dangerous occurrences, pollution, environmental accidents, improve performance, reduce environmental impacts and increase sustainability.

All employees and subcontractors are expected to co-operate and assist in the implementation of this policy, whilst ensuring that their own work, so far as reasonably practicable, is carried out without risk to themselves, others or the environment. This includes co-operating with management on any Health, Safety and Environment related matters.

To achieve this business ethic, we utilise sustainable management systems OHSAS 18001: 2007 and ISO 14001: 2015. As a part of this process, we are committed to:

- Prevent injury, ill health and protect the environment;
- Determine compliance obligations and ensure operations are completed in accordance with them;
- Assign clear roles and responsibilities and conduct training to ensure necessary competence;
- Identify, analyze and effectively manage all risks arising from all of our business activities;
- Maintain a constant vigilance and readiness to manage emergencies, incidents and impacts;
- Keeping our waste streams to a minimum and recycling all waste materials where possible;
- Discuss environmental, social responsibility, and health and safety issues regularly at the highest levels of the company, consulting and communicating, where appropriate, with our employees on all issues affecting them;
- Provide and maintain appropriate systems of work, technology, tools and procedures that support the fulfilment of our objectives;
- Ensure this policy statement is communicated to all personnel within the organisation and is reviewed at regular intervals;
- Measure our Carbon Footprint and take account of carbon management in our business decisions to reduce our contribution to climate change;

The Bristan Group will continually work with all of its divisions to ensure the necessary resources for fulfilling this policy are available.

This policy is communicated to persons doing work under the organization's control or on behalf of Bristan Group and is available to the public at www.bristan.com

Signed.......... Date 21.02.2018

Chief Executive Officer, Bristan Group