

## Our Quality Policy at Kirton

Kirton's strength and growth is built upon effectively fulfilling the needs of our customers. We aim to continuously deliver a high degree of customer satisfaction by providing high quality, good value and appropriate goods and services. We also do our utmost to act fairly and with integrity in all aspects of our operation and ideally delight our customers by exceeding all their expectations in all we do.

We recognise that being customer focussed is vital to the future of our business and we continuously strive to improve our products, services and attitude towards our customers in order to deliver genuine customer satisfaction day after day.

The key means by which we will aim to deliver customer satisfaction are through quality objectives whereby Kirton:

- Reacts appropriately and with integrity to customer feedback
- Properly trains and develops staff
- Operates work procedures that guard against poor quality or customer dissatisfaction, whilst giving our employees the freedom to exceed customer expectation.

The measurable objective is to try to continuously improve our Customer Satisfaction Rating in the bi-annual Customer Satisfaction Feedback surveys and maintain the Customer Satisfaction Rating above an agreed acceptable level.

The above Quality Policy is managed by a quality system fully compliant with the requirements of ISO9001:2008

Beverly Wharton  
Managing Director  
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