

## Quality Policy

The objective of FW3 Limited is to satisfy Washroom needs; Pest control needs; Sporting and leisure needs for customers.

As such, the Managers of FW3 Limited are committed to the following:

- establishing measurable quality and business objectives that are consistent with the organization's context and strategic direction, and that address any risks and opportunities associated with them;
- monitoring and measuring the effectiveness of its business processes and objectives through management reviews and the internal audit process;
- ensuring that the organization complies with all necessary regulatory and legal requirements; and
- ensuring that quality objectives help FW3 Limited achieve customer requirements by:
  - Providing a high standard of customer service;
  - Maintaining a high turnaround of product development;
  - Working with a high standard of suppliers, including selecting and working closely with suppliers who enable the organisation to create and deliver a reliable performance;
  - Inventory control and stock management to ensure timely availability of goods for sale;
  - Secure product handling and packaging;
  - General employee training and competence.

To achieve this objective, the organisation maintains an effective and efficient Quality Management System that is based upon the requirements of ISO 9001:2015.

The continual improvement of the Quality Management System is fundamental to the success of FW3 Limited's business, and must be supported by all employees as an integral part of their daily work.

This policy has been authorised by



MATTHEW FAWCUS

Chief Executive Officer