

	NAME	<u>QUALITY POLICY</u>
	REF	PS-003-WB-UED
	ISSUE DATE	12/11/2024
	REVISION No	6
	PREPARE BY:	SM
	APPROVE	RM

Policy Statement

In line with the purpose and context of our business and our strategic direction, WestBank is committed to total customer satisfaction, and compliance with regulatory bodies at all times, at maximum effectiveness and minimal cost.

Each employee is charged with the responsibility to meet customer requirements and continually improve quality in keeping with our objectives based on risks, threats and opportunities.

We recognise that employee development through involvement, training and effective communications is essential in maintaining the satisfaction of our customers.

We will continue to improve the ways in which we deal with our customers, employees, and vendors; we will contribute to the mutual business and personal success of all.

Senior Management will hold regular reviews to ensure quality objectives related to risks, opportunities and threats are met and subject to continual improvements.

We aim to

- Maintain an Integrated Management System that is compliant with and assessed to ISO9001:2015 ISO14001:2015 ISO45001:2018 standards
- Empower staff at all levels to deliver customer requirements to the highest standards
- Continually strive to improve our service quality, our processes, and activities
- Develop our product range and working practices to reflect innovation in the marketplace
- Accurately identify our customer requirements – Listen to our customers to provide a sound basis for potential improvements in both product and service
- Take reasonable and proactive steps to comply with all applicable Legislation and Regulations affecting the company
- Establish and regularly review quality objectives to support our commitment to continuous improvement.

Andrew Reeks
Operations Director

12/11/2024

Signature

