

Quality Policy

It is the policy of Moorhead Richardson Ltd. to maintain a quality management system (QMS) designed to meet the requirements of ISO9001:2015 (or any other standard in line with Annex SL Structure) in pursuit of its primary objectives, the purpose and the context of the organisation.

It is the policy of Moorhead Richardson Ltd. to:

- Operate ethically at all times and in full compliance with United Kingdom law.
- Comply with all legal requirements, codes of practice and all other requirements applicable to MRL's activities.
- Strive to deliver services that consistently conform to our customers' requirements.
- Strive to exceed the expectations of customers, stakeholders and interested parties and improve the effectiveness of the QMS through continuous improvement.
- Reduce hazards and prevent injury, ill health and pollution.
- Ensure that all employees are made aware of their individual obligations in respect of this quality policy.
- Maintain a management system that will achieve these objectives and seek continual improvement in the effectiveness and performance of our management system based on "risk".
- Provide all the resources of equipment, trained and competent staff and any other requirements to enable these objectives to be met.

This quality policy provides a framework for setting, monitoring, reviewing and achieving MRL's objectives, programmes and targets.

Customer service is an essential part of the quality process and to ensure this is fulfilled, all employees receive training to ensure awareness and understanding of quality and its impact on customer service.

To ensure the company maintains its awareness for continuous improvement, the QMS is regularly reviewed by the company Directors (at least annually) to ensure it remains appropriate and suitable to our business.

The QMS is subject to both internal and external annual audits.

Gareth Moorhead (to be signed and dated annually)

Signature: 

Date: 11 September 2026