

As Managing Director of PASS (Portable Appliance Safety Services) Ltd, I pledge my full commitment to this Quality Policy and will endeavour to entrench this statement throughout all levels of our organisation.

It is our policy to understand and meet the requirements of our customers. We are committed to consistently satisfying the changing needs of our customers with good professional practices, together with absolute honesty and integrity.

It is our intention to become recognised as a leader in the field of equipment calibration in compliance with the applicable standards. Therefore, our commitment is vital to the following overall objectives in providing a calibration service:-

- To fully meet the requirements of ISO 17025:2017 and ISO 9001:2015.
- To meet the requirements of UKAS and any other regulatory authorities.
- To establish partnerships with our customers, our people and our suppliers.
- To improve structures and procedures on an on-going basis through regular reviews and evaluation of our Quality Systems.
- To encourage participation of staff through providing necessary training to consistently produce true and accurate calibration results.
- To allow personnel the time to familiarise themselves with the requirements of the management system so they can implement the requirements of the policies and procedures in their work.
- To provide a calibration service that is carried out impartially and without any conflict of interest.
- To ensure good laboratory practices and customer satisfaction.

The above objectives are monitored through regular reviews and feedback to both our team and me in the effectiveness of our Quality Management System.

Signed:



Date: January 2021

**Barry Atkins, Managing Director**