



## Quality Policy

PROCare believes in customer focus, delivering the design and supply of adapted bathrooms to the marketplace which meet our customers stated, perceived and implied requirements to improve customer satisfaction.

PROCare will provide services fit for their intended purpose, complying with agreed customers' specifications and applicable requirements and relevant regulations. Our company's performance is also dependant upon the relationship with our suppliers and partners, who will be challenged to meet the requirements of our business through the application of defined quality procedures.

By striving for continuous improvement in a planned and measurable way, and by harnessing the creativity and commitment of all our staff, PROCare will achieve its stated business and strategic objectives for our customers, and employees.

The quality objectives are focused on driving improvements, they are communicated throughout the company, and assessed as part of the Management Review. The objectives will be achieved by controlling quality in a systematic and planned manner to make the improvement of quality a continuous process.

To enhance these objectives and this policy PROCare strive to;

- Fully publicise the Quality Policy and quality system to all employees (and any other interested parties), encouraging their participation in the Company's continual improvement programs.
- Enhance the business by challenging senior management on the strategic direction of the business through risk management
- Review customer requirements, market demands and maintain awareness of competition.
- Make suppliers aware of the Company's Quality System requirements and closely involve them in meeting requirements.
- Train and develop all employees to meet their current and future needs, with those of the business.

A handwritten signature in purple ink, appearing to be 'Paul', is written over a faint, illegible stamp.

Managing Director  
13 March 2017