

Quality Policy

Harbrine Ltd is a London-based independent architectural ironmonger who have specialised in providing reliable, well-engineered hardware to the building industry since 1993 and are committed to providing a service that consistently exceeds clients' expectations.

Our Quality Management System is consistent with ISO 9001:2015. Its purpose is to:

- Ensure we act on the feedback from our clients and others that we engage with
- Continually improve the services we provide
- Remain compliant to all legislative & regulatory requirements
- Ensure that those we engage with have a positive experience

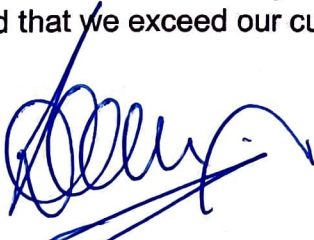
We do this by always looking for opportunities to improve, then setting SMART objectives to maximise our strengths and minimise risk.

Harbrine staff have a responsibility to ensure that our clients receive a quality service and to always demonstrate a high level of competence. The Company's services and systems are designed and managed to exceed our clients' expectations through the simplest and most cost effective means possible.

Harbrine is committed to a training policy that ensures all staff have the necessary competence to perform their duties and our Quality Policy is communicated to all staff within the Company.

Senior Management will investigate any quality problems and ensure that corrective action and/or preventative action is implemented at the earliest opportunity. Senior Management shall also ensure customer requirements are determined and met, therefore enhancing customer satisfaction.

All the components that together make up our Quality Management System are regularly reviewed to ensure they are appropriate, understood and, most of all, continually improved and that we exceed our customers' expectations.



Wayne Harris

Chairman

25 October 2021