**Quality Policy**

Fortec Distribution Network Limited are a leading UK pallet network delivering across the UK and Europe with further access to global services. We specialise in distributing time-critical palletised goods through our experienced, nationwide network of members. Our reputation is built on offering customers a top-quality, tailored service they can rely on.

A key to achieve this is by operating a Quality Management System in accordance with the requirements of ISO 9001:2015.

Top management is committed to:

* Satisfying applicable requirements by ensuring that customer, applicable statutory and regulatory requirements are determined, understood and consistently met.
* Continual improvement of the Quality Management System by ensuring the risk and opportunities that can affect conformity of products and services and the ability to enhance customer satisfaction are determined and addressed and the focus on enhancing customer satisfaction is maintained.

Top management shall:

* Take responsibility and accountability for the effectiveness of the Quality Management System.
* Ensure the Quality Policy and the Quality Objectives are established for the Quality Management System and are compatible with the context and strategic direction of the organisation. Quality Objectives have been set and are maintained as part of the Quality Management System internal auditing, monitoring and management review processes, to enhance customer satisfaction.
* Promote the use of a process approach and risk-based thinking.
* Ensure that the resources needed for the Quality Management System are available; including training, support and encouragement.
* Communicate the importance of effective quality management and of conforming to the Quality Management System requirements.
* Ensuring that the Quality Management System achieves its intended results.
* Engage, direct and support persons to contribute to the effectiveness of the Quality Management System.
* Promote improvement.
* Support other relevant management roles to demonstrate their leadership as it applies to their areas of responsibility.
* Establish partnerships with suppliers and interested parties to provide an improved service.

This policy is applicable to all employees and organisations operating for or on our behalf. Employees and other organisations are expected to co-operate and assist in the implementation of this policy, whilst ensuring that their own work, so far as reasonable practicable, is carried out without risk to themselves, others and the environment.



Adrian Bradley

Managing Director