QUALITY POLICY

Chesterton Customseal is a specialist provider of seals and seal kits for Hydraulic, Pneumatic, Rotary and Static applications. Our management and staff are committed to providing high quality products and services that meet and exceed our customer's expectations.

Quality Objectives

The Management and Staff at Chesterton Customseal are committed and will strive to:

- Provide an exceptionally high-quality level of products and services to our customers
- Manage our processes to maximise efficiency and productivity
- Follow up on services and products provided, to ascertain that our goals and objectives are being achieved

As part of our systems and processes we will:

- Train, educate and communicate with employees, contractors and other relevant interested parties in regard to this policy and quality expectations where necessary
- Ensure that this policy is retained as documented information, and available to interested parties
- Define and meet objectives, by documenting and monitoring measurable quality targets
- Comply to statutory, regulatory and other requirements
- Apply a Plan, Do, Check, Act methodology to our Quality Management System
- Continually monitor and improve our quality performance and the effectiveness of our Quality Management System
- Apply Risk Based Thinking within our systems, operations and processes
- Conduct audits of key processes within the business as part of our Continual Improvement Process
- Ensure our Quality Management System is conformant and certified to ISO 9001:2015
- Review this policy annually

Approved by Kim Greenock
General Manager

6th August 2025