



Quality and Environmental Policy

Marlin Industries Ltd is committed to ensuring products and services are delivered which not only satisfy the customer's requirements and are produced in line with current legislation, but exceed the customer's expectations, legislative obligations and any other requirements. Marlin Industries is committed to complying with the requirements of the international quality standards ISO 9001:2008 and ISO 14001:2004, and has put in place quality and environmental management systems which comply with these Standards.

The importance of and commitment to continually improving the quality and environmental management systems is recognised with full support to ideas and initiatives which bring about improvement. Objectives shall be set at management review. Adequate resources in terms of up to date plant, equipment and appropriate technology will be committed to the company's operations to ensure that the product is delivered to the customer's satisfaction and with minimal impact on the environment. It is the company's intention to minimise time and material losses from scrap, badly planned work, poor communications and inefficient operations and to prevent pollution at all operational levels.

In pursuit of this policy, we at Marlin Industries will ensure that customer requirements are understood and adequately communicated across the company in order that the customer expectations are achieved. Methodologies will be put in place to measure and monitor customer satisfaction with regular reviews determining appropriate action.

Everyone needs to understand the importance of quality in their work and accept the need to employ only those working practices which will assure the required standard of quality. To achieve this objective, the company will provide any training and instruction necessary and monitor its effectiveness.

SIGNED: Stephen Webster

DATED: 28/2/11

Stephen Webster
Compliance Director

