

QUALITY POLICY STATEMENT

FTL manufacture and distribute a comprehensive range of friction products for use on an expansive array of industrial brake and clutch applications. Recognised for quality and performance, FTL friction products are supplied to a worldwide customer base and installed as original equipment and replacement spares.

To develop further its reputation for providing innovative bespoke friction solutions combined with exceptional customer care, FTL is committed to sustaining and where possible improving the quality of its products, customer service and maintaining its position as one of the worlds leading producers of brake and clutch linings.

FTL will achieve this goal based on a programme of continuous improvement set out in our formalised Quality Management System structured on: **BS EN ISO 9001: 2015**

FTL Senior Management will ensure this Quality Policy statement is appropriate to the ambitions of the business and that the goals set out are achieved by:

- ◆ Satisfying applicable requirements by ensuring that customer and applicable statutory and regulatory requirements are determined, understood and consistently met.
- ◆ Promote the use of a process approach and risk-based thinking
- ◆ Setting realistic and measurable quality objectives that are compatible with the context and strategic direction of the Company and providing the necessary resources and support required to achieve them.
- ◆ Establishing and maintaining a clean and organised working environment that supports the production and delivery of quality products and services, in line with current Health and Safety regulations.
- ◆ Ensuring a policy of staff flexibility and adaptability through training and personal development.
- ◆ Ensuring that all employees have a good knowledge of the company's Quality objectives and system requirements, and that they are involved in the development and promotion of new ideas and processes within FTL.

Signed: *Steve Magee* (Director)