

Balcas are committed to ensuring that the needs and expectations of our customers are fulfilled, by placing an emphasis on quality and continuous improvement throughout the business.

Our company operates in compliance with national and international laws and meets other applicable requirements in regard to trade and our business. This includes National Highway Sector Scheme 4 (*NHSS4*) and Forest Stewardship Council® (*FSC*®) values.

Our Quality objectives are set and monitored through action plans, internal audits, management reviews, BS EN ISO 9001:2015 and other external standards.

Balcas wants to be very good at everything it does. We aim to do this by:

- Providing high quality products and services;
- Placing the highest emphasis on meeting our customer requirements and being easy to do business with;
- Focussing on efficiency and service standards;
- Innovating on all levels throughout the business;
- Encouraging personal development and training throughout our work force;
- Operating in accordance with actions and objectives set by the company management reviews and internal audits;, and
- Continually improving the effectiveness of our Business Management Systems through structured review.

SIGNED:



BRIAN MURPHY  
CEO

FEBRUARY 2022