

# QUALITY POLICY

V1 APRIL 2019

Source Supplies Ltd is committed to provide the best range of commercial cleaning and janitorial products to all our customers.

We strive to deliver extraordinary market leading levels of customer service on a consistent basis.

**IN ORDER TO ACHIEVE THIS OBJECTIVE, OUR QUALITY POLICY IS:**

- to understand our customer needs and accordingly advise on suitable and appropriate user-friendly products
- to supply cost effective products of a consistent quality and avoid spot buying on key paper, chemical and textile lines
- to strive for excellent customer support and services always
- to seek new products and innovation to advise all our clients of these new technologies as they become available.
- to frequently analyse the customer experience, identifying ways to improve customer interaction and overall experience as a Source Supplies customer
- to provide efficient communication with customers regarding orders, invoicing, innovation and industry news
- to provide technical support and documentation on chemical product ranges
- to provide washroom services in a timely, consistent and reliable manner as per contractual obligations
- to present our staff and vehicles in a clean and professional manner
- to take opportunities to go the extra mile for our customers.

We pledge dedicated efforts and commitment of our employees towards fulfilment of the above.

Signature  Date 01 | 03 | 2019

Name DAVID PIPER Position DIRECTOR

The policy is reviewed on a periodic basis.