



QUALITY POLICY OQEMA LTD

It is the Policy of OQEMA to provide a level of service that meets or exceeds our customer's expectations. It is the policy of OQEMA to meet regulatory requirements including the safe and legal storage of products.

The organisation promotes a continuous improvement process. As a result items related to quality can be raised as an objective. They can be raised to the relevant levels and functions within the organisation. The quality objective will be:

- Consistent with all policies of OQEMA;
- Measurable (if practicable);
- Monitored;
- Communicated;
- Updated as and when appropriate;
- The outcome will be verified to ensure that it has been successful.

The Quality Objectives will encompass;

- Continual improvement of its quality performance, by setting clear objectives and Key Performance Indicators and then regularly monitoring progress against them;
- Educate and train employees in quality issues;
- To develop a greater understanding of the customer requirements;
- To develop products and services where reasonably practicable to meet customers' needs;
- To encourage high quality standards from all suppliers and contractors, through approval and KPI monitoring.

Through our Quality Management System, we are able to monitor the quality of the service we provide. By monitoring the quality of our service, it will help us to maintain, improve and develop our business.

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COMPANY NO. 01229506 (Registered in England & Wales) **VAT REGISTERED NO:** GB 153 2032 13



Regular audits of our Quality Management System will be carried out by competent OQEMA staff to ensure that policies, procedures and regulatory requirements are adhered too. The implementation of corrective action, whether from internal audits, management reviews or Customer feedback, are seen as a vital part of the continuous improvement process.

We are committed to the ongoing training and development of our staff, in order to enable them to carry out their tasks competently & safely. We continuously monitor and review the training needs of our staff and review their progress as part of the annual staff appraisal process.

FOR AND ON BEHALF OF
OQEMA LTD

Robert Moss
Managing Director
OQEMA Western Hub

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