

## Quality Policy Statement

Protective Technology is a marketer and distributor of specialty chemical additives for industry.

Our policy is always to meet and where possible, to exceed our customers' expectations.

For that reason, all of us associated with Protective Technology are committed to:

- Meeting customer expectations for quality such as value for money, prompt service, reliability and fitness for use.
- Being interested in how customers use our products and services, making sure that our product meets their needs and applications.
- Always trying to improve our products and services in production, delivery and suitability to customer needs. Improving all aspects of the efficiency and capability of our business.
- Measuring our performance as a basis of further improvement.
- Being a responsible employer to out
- Employees and subcontractors, (e.g. safety).
- Customers, (e.g. packaging and safety).
- Community, (e.g. Environmental responsibility).
- Offering technical services to assist the customer, solving product-related problems and in providing after sales service;
- Providing dependable information on delivery and other order details.
- Meeting international quality standards under ISO 9001.2008

Stephen Atherton  
Managing Director.

