

## **WCF Ltd - Quality Policy Statement**

*Updated: November 2020*

*Date of next review: November 2021*

This Quality Policy Statement provides the framework to assist WCF with its commitment to provide our customers with products and services of a consistently high standard, greatest value and superior customer service, as well as satisfying applicable regulatory and legislative requirements. We seek to exceed customer expectations and encourage them to form long term partnerships with us and strive to be their preferred supplier. Customer retention is a core pillar of our strategies. We commit to review our quality systems, processes and procedures to achieve continuous improvement.

### **Customer Focus**

- Listening to what they tell us by seeking and valuing their feedback to continually monitor and improve their total experience;
- Selling products and services that we are proud of;
- Gaining their long-term loyalty and becoming their preferred supplier; and
- Treating them with respect and according to our Terms and Conditions and Privacy policies

### **Values**

- Keeping our promises and doing what we say we will, when we say we will;
- Responding to any complaints in a timely, open and honest manner; and
- Listening to and valuing what our customers have to say

### **Supplier Focus**

- Developing long term relationships to encourage best practice, facilitate effective communication, drive efficiency and deliver premium levels of service; and
- Undertaking only ethical supply chain relationships in accordance with any relevant codes of conduct

### **Corporate Responsibility**

- Ensuring our products are accurately represented in all aspects in any point of sale, catalogues, social media, websites or marketing literature; and
- Ensuring our activities and workplaces are safe for colleagues, contractors, visitors and the general public

### **Leadership and Engagement**

- Providing such information, resource, training and autonomy to our colleagues to enable them to respond decisively to unplanned issues or delays as quickly and as efficiently as possible; and
- Encouraging an environment where colleagues are able to challenge the status quo to improve standards of quality, efficiency and productivity

### **Systems and Processes**

- Developing a robust and efficient order processing infrastructure;
- Eliminating all non-relevant or improving all time-consuming processes and procedures; and
- Making use of available technology

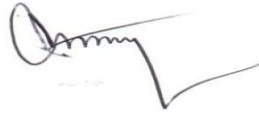
## **Improvements**

- Investing in our people, our assets and our facilities;
- Consulting on ways in which our product, range or service offering could be improved;
- Benchmarking our performance against our competitors;
- Reviewing our systems, policies and procedures to achieve continuous improvement; and
- Committing to best industry practice

We ensure that we try to meet the requirements of all our safety, environmental, charitable, regulatory and legislative responsibilities. Some of our businesses have also achieved ISO9001 accreditation.



**Jo L Ritzema**  
**Managing Director**



**Phil J Murray**  
**Deputy Managing Director**

**November 2020**