



Quality Policy Statement

Satisfying our customers is the key to our long-term security.

Pickering's Europe Limited is a customer-focused organisation committed to customer satisfaction by providing the best products and services. To achieve this and to ensure we are both effective and efficient, we have established a systematic approach to management, documenting this by taking a process-oriented view of all our activities. To ensure this, the quality policy and objectives are regularly reviewed at management review meetings to ensure that they still meet the objectives of the organisation.

Our Documented Quality System complies with the requirements of EN ISO 9001:2015, the specific requirements of The Lift

Regulations Schedule 12 (Full Quality Assurance for Lifts - annex XIII Lifts Directive 95/16/EC). The Supply of Machinery (Safety) Regulations 2008 Part 10, The Machinery Directive 2006/42/EC Annex X and other statutory and legislative requirements. To meet these specific requirements our documented quality systems have been successfully assessed by a Body Notified under the Lifts Regulations 1997 (Lifts Directive 95/16/EC) and The Supply of Machinery (Safety) Regulations 2008 (Machinery Directive 2006/42/EC).

Adverse business risk is managed utilising the company's Business Continuity Plan which is subject to regular review and scenario planning. This is currently at version 1.20

The scope of our Quality System approval is:

"The Design, Supply, Installation, Final Inspection and Test, Servicing and Refurbishment of Lifts and other Vertical Transportation Systems".

Continual improvement of the Quality System is vital in meeting the changing needs of our customers and us, attaining this improvement requires each of us to take responsibility for the quality of our own work.

We are also continually developing mutually beneficial supplier relationships as part of this process.

Suitable and sufficient resources will be provided throughout the organisation to ensure that we can meet our stated objectives.

The quality objectives are established, reviewed and reported in the management review meeting. The output of which is communicated to all staff on the effectiveness and achievement of the Quality Policy and Quality Objectives

I expect each of you to fulfil the requirements of the Quality System and communicate these objectives to all employees.

Paul Brooks
Managing Director



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