



Quality Policy

Bristan Group, the parent company for the Bristan and Heritage bathroom brands is the UK's number one supplier of taps and showers. To maintain this unwavering reputation, we strive to deliver products that last, service that's loved, delivered by people with HEART, always. We actively put our customers first at every touchpoint, particularly when it comes to the quality of our products. We provide products and services that consistently meet the requirements of our customers, which are compliant within the defined standards and regulations.

We achieve this through our Integrated Management System, established by the Chief Executive Officer and Executive Leadership Team. It meets the requirement of ISO 9001:2015 and ensures that our business processes are monitored, measured and controlled to promote a culture of continuous improvement in our quality performance.

This statement provides the framework for setting quality objectives, which are reviewed periodically. While the CEO is responsible for implementing and monitoring this policy, all employees and persons working on our behalf must share in these commitments. Everyone is empowered to speak up and act to ensure these commitments are met.


We aim to meet our commitment to quality by:

- Maintaining a companywide quality management system, which meets or exceeds the requirements of the ISO 9001-2015 standard.
- Providing a clear focus on priorities by establishing business and quality objectives, which are reviewed periodically.
- Developing, documenting and operating processes, which enable us to provide products and services of the highest quality to maximise customer satisfaction.
- Ensuring that all employees are involved in the drive for excellence in our business. We foster a culture of personal accountability for quality through appropriate training and development, as we believe that the abilities, knowledge and experience of our staff are our most valuable resource.
- Adopting a process approach utilising the Bristan Operating System (BOS), a framework and set of tools to drive business performance in a structured way.
- Fostering a culture of Experience with HEART, both externally and internally.
- Sourcing and manufacturing products in conformance with the company's quality procedures, customer expectations and needs and mandatory standards.
- Ensuring the suitability and effectiveness of our suppliers through robust supplier audits and supplier score cards.
- Monitoring, measuring and reviewing performance to ensure the continuous improvement culture and approach is maintained

This policy is communicated to all employees during the induction process to ensure that they fully understand how their role contributes to the effective implementation of our quality management system. The Policy reflects the current business structure, size and operation, and is reviewed annually during executive management meetings to ensure the policy remains appropriate. The requirements of all interested parties are clearly understood so that our products and services can be delivered in a timely and professional manner.

This policy is also available to the public at [Governance \(thebristangroup.com\)](https://www.thebristangroup.com/Governance)

Overall responsibility for the quality of products and service delivery lies with our CEO, who is responsible for promoting a focus on customer experience and ensuring overall effectiveness and continual improvement. Day to day responsibility for maintenance of the quality management system is delegated to our Head of Operations.

Signed.......... Date:9/5/25.....

Jen Cassidy: Chief Executive Officer