



Controlled document. Revision 7 (QAL-PO-001)

Quality policy statement reference. ISO 9001: 2015

William Hands vision is to communicate the Brand ambitions of our clients in the furniture environments we create.

Our mission is to engage and educate our market place through open and honest communication. We will always push our design and manufacturing skills. We make sure that we know our customers' needs and what we can do to make their experience a great one.

Founded in 1906 William Hands reputation for excellence is the result of exceptional service, craftsmanship and design. Manufacturing from the original site on which the company was founded, William Hands is a symbol of the success and evolution of the British furniture industry.

We only select the finest materials, meticulously crafting our products without compromise. As a leadership team we recognise that we have a challenge to sustain the skill level. We have an ageing workforce that has much tacit knowledge crucial to William Hands delivering the level of quality we expect. Our apprenticeship programme is developing to ensure we can sustain the skills and talents for future generations of furniture makers.

Our philosophy is that our customers should always be visible and their needs understood. The service and consultancy we offer to the market is as important as the product we make. All members of our team are a part of creating, maintaining and improving these high standards and hence their personal development is key to making sure we are always aligned with our market's needs.

All of our quality objectives have been formed from thorough analysis of our internal and external environment. This analysis has weighted the risks and opportunities that we face, allowing us to align our quality objectives with our company strategy.

William Hands pledge that we will make available the resources to achieve our objectives and that they will be reviewed and set on an annual basis in accordance with ISO 9001:2015

Signed. Robert Hamilton

Position. CEO

Date. 1<sup>st</sup> April 2018