Product Safety Policy

About Bisley

The Bisley Group conducts its business from its manufacturing site in Newport, South Wales and has showrooms located in Dallington Street, London and the Calico building, Manchester. Bisley is a manufacturer of a wide range of steel and wood furniture, with ranges designed for both the UK and international markets.

The safety of Bisley products is key and applies to all stages of product life, from conception through to end of product life.

Procedures are in place as part of our documented ISO 9001 accredited quality system to ensure product specification, design, safety, and manufacturing comply with industry standards to satisfy the needs of our customers, while providing a safe and productive environment whether in the office or at home.

The main principles applied in the governance and approach to product safety can be defined in the six following areas:

1) Leadership, commitment, and accountability.
2) Industry standards applicable to furniture product safety and testing.
3) Awareness of changes in furniture product safety requirements.
4) Conformance of product to known UK trade specifications.
5) The competence and awareness of product designers.
6) Continually assessing product safety to ensure consumers are protected.

Product Safety Management is governed by the Company Senior Management Team comprising of members representing Technical, Design, and Commercial divisions of the business who will be responsible for achieving the required level of product safety by:

1) Ensuring products are designed to achieve a level of safety consistent with normal application and use, by meeting or exceeding relevant Company, legal, regulatory, and industry requirements.
2) Providing appropriate information so that products are used safely throughout their life cycle as far as is reasonably practicable.
3) Understanding how human or organisational factors may introduce risks to product safety and providing appropriate controls to minimise such events.
4) Seeking to continuously improve our product safety and actively engaging in setting industry standards and good practice.
5) Proactively reporting product safety and quality concerns through our internal documented and data-based systems used for recording and measuring performance KPIs, feeding back outcomes to ensure both practice and process improvement is achieved.

6) The delivery of safe products to consumers by ensuring our products and those of our suppliers directly included, as both functional and that safety related components conform to stated or required specification.

7) Ensuring compliance with all relevant standards applicable to products supplied to consumers through membership of trade associations, trade organisations, technical bulletins, and government bodies.

8) Ensuring products are configured safely and used only for their intended use as designed. We will not support the use, modification, or location of product for any unintended purpose. We will not support any request which we do not feel is qualified and/or experienced enough to undertake.

By applying these principles and approach to the supply of products to consumers, we will ensure products placed on the market are safe and fit for purpose.

Supporting Documents:

IMS Annex 3:   Interested Parties, Stakeholders, Communications and Internal\External Issues.
QES 001:   Document and Data Control
QES 002:   Record Control
QA 003:   Control of Product
QA 004:   Corrective/Preventive Actions and Concessions
QES 005:   Integrated Procedure (QES-05 and EMS-05)
QES 005:   Internal and Confirmation Audit
QA 006:   Order Processing Overview
QA 009:   Production Engineering
QES 011:   Management Review

Secondary Procedure Index:
QES/QWI 001 to QWI 21

Signed .... *R Costin*

Richard Costin
Chief Executive

Date   1st August 2025

BISLEY

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