

## Quality 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.

### Scope of the Policy

It is the Bisley Group's policy to meet and, wherever possible, exceed, customer expectations, whilst complying with the requirements of relevant legislation and ISO 9001:2015. The Company is committed to improving the effectiveness of its Management Systems and aims to achieve this (alongside our stated business objectives) through monitoring a range of key performance indicators. These indicators are used to evaluate performance and drive continuous improvement activities throughout the organisation.

### Our Quality Management System

This document forms a small part of our overall management system. The Quality Manual forms part of the Integrated Policy Manual which comprises our formal procedures in respect of:

ISO 9001:2015 - Quality Management Systems

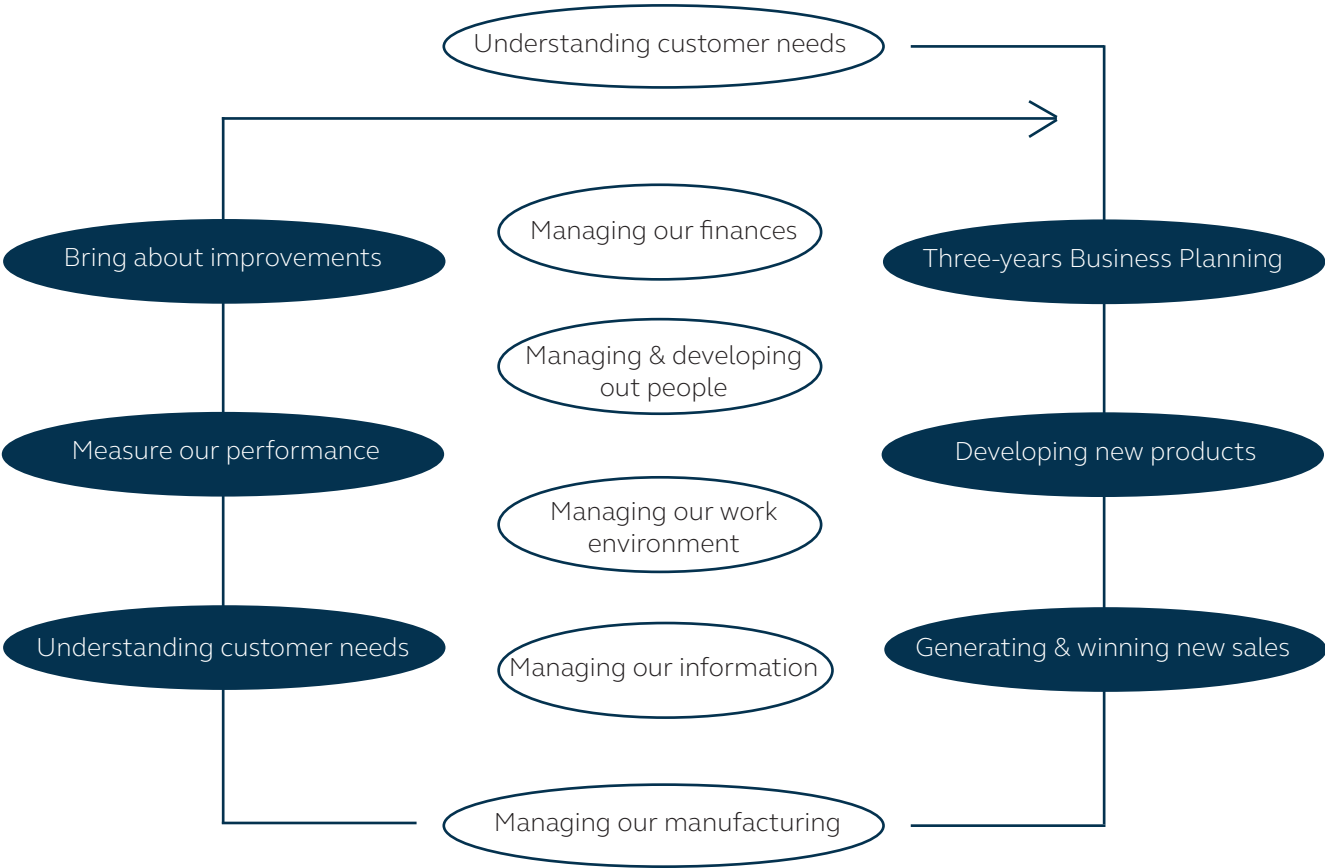
ISO 14001:2015 - Environment Management Systems

ISO 45001:2018 - Occupational Health and Safety Management Systems

The Policy Manual is supported by a comprehensive management system structure consisting of clearly de-fined interlinking processes, supported by defined procedures (please see over the page – Business Process Map). This complies fully with the requirements of ISO 9001:2015, the scope of which is recorded under our URS Certification Registration No 11599:

**“The design, manufacture, supply and installation of steel and wood based office furniture, storage and desking systems.”**

Our High Level Business Process Map:



*R Costin*

Signed .....

Richard Costin  
Chief Executive

Date 1<sup>st</sup> August 2025