

## Introduction

Slater Safety provide bespoke health and safety solutions for many industries.

Slater Safety offer a wide range of specialist personal protective equipment, workwear and hygiene supplies tailored to meet the unique needs of each client.

Focused on well being and care, a team of experts work closely with the end user to deliver custom made solutions.

Our commitment to excellence and safety drives our daily operations and decision-making processes.

## Our Mission

“We provide solutions that ensure your employees stay safe and go home in the same health that they arrived in”.

To achieve our mission and ensure a high level of quality and customer satisfaction Slater Safety promise to uphold the statements within this document.



## Customers

At Slater Safety, our primary focus and commitment revolve around our customers. We understand that meeting and exceeding our customer expectations is essential for our success and sustained growth. We take great care in ensuring every product and service we provide aligns with the unique needs and requirements of our valued customers.

**Understanding Customer Needs:** We actively engage with our customers to understand their specific needs, expectation and preferences. This includes gathering feedback, conducting surveys and maintaining open lines of communication.

**Customised Solutions:** We are dedicated to providing customised solutions tailored to each customer's unique requirement. We adapt our processes to meet individual customer demands.

**Quality Assurance:** Our commitment to quality is unwavering. We pledge to deliver products and services that consistently meet or exceed the high standards set by our customers. We adhere to industry standards and regulations to ensure quality and safety.

**Timely Delivery:** We recognise the importance of delivering on time. We work diligently to meet agreed upon delivery schedules and deadlines, minimising disruptions to our customers operations.

**Continuous Improvement:** Our organisation is dedicated to a culture of continuous improvement. We actively seek customer feedback to identify areas for enhancement and innovation.

**Transparency and Accountability:** We maintain transparency in our processes and decisions. In cases where issues arise, we take immediate and transparent action to solved them, ensuring accountability at all levels of our organisation.



Every member of the Slater Safety are shared in this commitment to customer requirements. We understand that our reputation and success are built on customer satisfaction. By upholding these principles, we aim to forge lasting partnerships with our customers based on trust, reliability and exceptional service.

## Internal Systems

At Slater Safety, we recognise that the effectiveness of our internal systems and processes is integral to delivering high-quality products and services to our valued customers. We are committed to establishing, maintaining and continually improving our internal systems to ensure efficiency, consistency and compliance with ISO 9001 standards.

**Quality Management System:** We have implemented a comprehensive Quality Management System that encompasses all aspects of our operations. This QMS is designed to align with ISO 9001 standards, ensuring our processes consistently meet or exceed industry requirements.

**Documentation and Procedures:** We maintain clear and concise documentation of our processes and procedures. This documentation provides a foundation for consistency, enables effective training and ensures that our operations are transparent and accountable.

**Training and Competence:** Our commitment extends to our employees. We endeavor to provide training opportunities to enhance their skills and competence.

**Compliance:** We are committed to adhering to ISO standards and any relevant industry specific requirements. Compliance ensures that our internal systems are not only effective but also aligned with internationally recognised quality standards.

Slater Safety commits to providing safety equipment that fully aligns with applicable standards, regulations, and related claims. As needed, Slater Safety will maintain updated technical files and associated documentation to ensure prompt access to regulatory compliance information when requested. In cases where products are procured from external organisations with technical files relevant to the offered products, Slater Safety will seek confirmation of the currency, completeness, inclusion of appropriate conformity assessment details, and, if applicable, regulatory compliance certificates. Additionally, Slater Safety will take all essential measures to verify the validity of compliance documentation held by external suppliers regarding the sourced products."



## Employees

Our employees are the cornerstone of our success. We are deeply committed to fostering a work environment where each member of our team is valued, empowered and motivated to contribute their best to our shared goals.

**Employee Well-Being:** We prioritise the health, safety and well-being of our employees. Our commitment extends to providing a safe and conducive work environment, free from hazards and ensuring compliance with health and safety regulations.

**Equal Opportunity:** We are dedicated to providing equal opportunities for all employees, regardless of their background, gender, race, religion or other factors. We believe that diversity and inclusion enrich our workplace and lead to innovation.

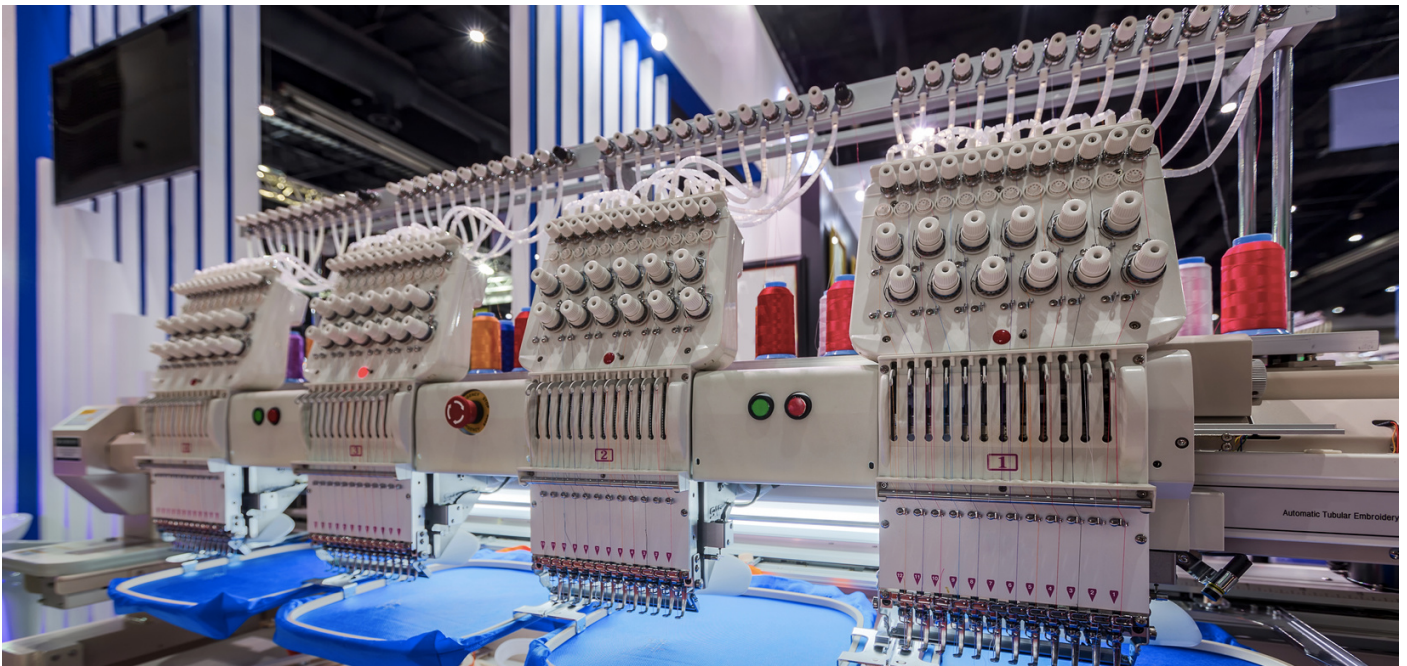
**Training and Development:** We endeavor to provide training resources and opportunities to our work force and conduct regular meetings with our employees to discuss their careers.

**Communication and Engagement:** We maintain open and transparent communication channels to keep employees informed about company developments, goals and expectations. We actively seek and value employee feedback to improve our operations and work culture.

**Work-Life Balance:** We understand the importance of work-life balance in maintaining employee well-being. We promote policies and practices that support a healthy equilibrium between work and personal life.

**Open Communication:** We maintain open lines of communication with our employees and expect our employees to do the same with their peers. We believe in transparent and timely dialogue to foster collaboration, share information and address any challenges or opportunities that may arise.

We are committed to upholding these principles as an integral part of our Quality Policy, recognising that our employees dedication is a driving force behind our organisations success.



## Suppliers

Slater Safety are committed to building strong, mutually beneficial relationships with our suppliers based on trust, transparency and collaboration.

**Supplier Selection:** We are dedicated to selecting and partnering with suppliers who share our commitment to quality, ethics and sustainability. Our supplier selection process is designed to ensure that our partners align with our values and objectives.

**Open Communication:** We maintain open lines of communication with our suppliers. We believe in transparent and timely dialogue to foster collaboration, share information and address any challenges or opportunities that may arise.

**Quality Assurance:** We expect our suppliers to meet or exceed quality standards and specifications. We work closely with our suppliers to ensure that the products and services they provide consistently meet our requirements and those of our customers.

**Ethical Business Practice:** We require our suppliers to adhere to ethical business practices, including compliance with all applicable laws and regulations, respect for human rights and responsible environmental stewardship.

**Collaborative Improvement:** We actively seek opportunities for improvement in collaboration with our suppliers. We encourage our suppliers to provide us feedback to build relationships to encourage cooperation and improve performance.

**Timely Payment:** We are committed to fair and timely payout for our suppliers. We recognise that prompt payment is essential for healthy supplier relationships and the continuity of our supply chain.

**Customer Satisfaction:** Slater Safety seek out suppliers who share our commitment to customer satisfaction.

We recognise that our suppliers success is interconnected with our own and we are committed to building and sustaining productive, long-lasting partnerships.



Signed: 

Print: Jon Slater

Last Reviewed: 06/09/2023

FACILITIES  
MANAGEMENT



OIL &  
ENERGY



FOOD  
PRODUCTION



QUARRYING &  
MINING



PUBLIC  
SECTOR



UTILITIES &  
TELECOMS



WAREHOUSE &  
DISTRIBUTION



CIVIL  
ENGINEERING



DEMOLITION



MEDICAL



MANUFACTURING



CHEMICAL

