frazer and tabberer group ltd

Quality Policy

Version	Created / Updated by	Authorised by	Date	Notes / Changes	Signed	Next review date
V1.0	HR Harwood Ltd	Duncan Frazer	02/07/2026	NA		02/07/2027

Frazer & Tabberer Group (hereafter FT Group) comprises of FT Pipeline Systems Ltd, FT Ductile Ltd, FT Water Treatment Ltd and FT Gas Control Systems Ltd.

We have established our quality management system based on the requirements of ISO 9001:2015, and place emphasis on continually improving our processes and services, to exceed the expectations of our customers.

FT Group adheres to the following aspirations:

- Providing high quality innovative products that satisfy customer requirements and increase efficiency.
- Offering exceptional service, going over and above customer expectations.
- Delivering on time and working within the constraints of contractual, industry, regulatory and legislative requirements.
- Working safely, ethically, and in an environmentally friendly manner, and promoting best practice outside our organisation.
- Providing training and support to our staff, in order to become more efficient and effective as a business.
- Regularly reviewing our policies and procedures to continually improve our integrated management system.
- Ensure that our workforce is competent, professional, takes pride in their work and offer development opportunities to our employees.

As part of an on-going process to achieve these aspirations, we set measurable objectives and targets that are established, communicated and reviewed at regular intervals.

FT Group communicate this policy to all employees and ensures it is understood and adhered to. We recognise that quality management is the prime responsibility of senior management, who will ensure that there are adequate resources available (both human and financial), to implement this policy.

It is also recognised that this policy can only be successfully implemented with the involvement of all employees and contractors. Senior management will therefore actively promote and encourage the cooperation, involvement and participation of all employees and contractors.

As Chief Executive Officer, I am fully committed to ensuring the implementation of this policy and continual improvement of our quality management system.