

## Company Quality Policy

26<sup>th</sup> March 2025 - Issue 6

### TITLE: SCOPE OF THE STANDARD, OUR APPROVAL AND DEFINITIONS

Barley Chalu Limited was formed in 1967 and originally carried out general stove enamelling. The growth in demand for factory-finished extrusions has, over the years created massive technological advances in equipment and coatings, to include polyester powder coating, thermal break and stripping, pre-anodising, anodising and electro-colouring of aluminium. In addition, the discerning home market has called for a greater emphasis on quality which Barley Chalu has evolved to satisfy.

In the last five years we have completed a large investment in new plant. These include a state of the art Anodising Line and a Vertical Coating Line, at a cost of approximately £5M. This investment confirms our commitment to providing high quality products, produced in a far more sustainable way. Our Anodising Line also pre-treats aluminium and enabled us to de-commission our chrome based pre-treatment system. These new systems ensure a far higher quality finish, produced in less time, with savings on raw material usage and are more energy efficient.

It is the policy of Barley Chalu Limited that all of our activities are carried out in accordance with our quality management system, which is in line with our achieved BS EN ISO9001:2015 standard, QUALICOAT and QUALANOD Licences. Our Quality Management System and Quality Operating Procedures set out the organisation and arrangement of our business.

Our QMS and Quality Operating Procedures contain all the procedures and associated documentation to manage and control our business and are available to all staff. We are continually improving our QMS by ensuring the risks and interested parties that may affect the conformity of our products and services and customer satisfaction are determined and addressed and our focus on customer satisfaction is maintained. As such, we regularly audit our internal processes and any complaints are dealt with efficiently and within an acceptable time period, according to our customer complaints procedure which is regularly reviewed and monitored in our Management Review Meetings. As part of our ongoing efforts to continually improve, we are working towards BS EN ISO 14001.

Barley Chalu employs statistical methods to ensure that certain quality objectives are met and reviewed at appropriate intervals. To this end we will ensure that the conformity of our products to contractual and regulatory requirements are determined and developed on the basis of measurable objective evidence and will provide management, technical and production personnel who are fully conversant, and trained, with the Company's objectives through an ongoing company-wide training and education programme.

This quality policy statement will be reviewed at regular intervals during our Management Review Meetings and will be posted on the Company Notice Board, intranet and the Company website.



M.C. PANAM  
Chairman & Joint Managing Director

Polyester Powder Coating, Polyamide &  
Polyurethane Thermal break, Stripping,  
Pre-anodising, Anodising and  
Electrocolouring of Aluminium

