Quality Policy

Our ambition is to be the industry expert in the specification, supply and distribution of Polymer & Rubber Sheets & Rolls, High Quality Industrial Matting Products & High Performance Sealing Solutions within our chosen customer base.

We will achieve this by:-

- Focusing on making a positive and proactive contribution to our customer's business operations by delivering a service which consistently meets or exceeds their expectations

- Creating an environment of service and technical excellence and a culture of continual improvement using ISO 9001:2015 as a framework for **setting objectives.**

- Focusing on raising standards and reducing costs.

- **Rigorously** monitoring business resources, risks and opportunities to enable the achievement of expectations for customers and stakeholders alike.

- Committing to satisfying all **regulatory** requirements applicable to the business.

By achieving these goals, we aim to be our Customers supplier of choice.

Andrew Onions   Simon Winfield
Joint Managing Director   Joint Managing Director

Environmental Policy

Maclellan Rubber is committed to minimising the impact of our activities on the environment and using energy wisely by taking an environmentally and socially responsible approach both to our existing activities and any future developments of our products and services.

We will achieve this by:

- Complying to all applicable legislation and all other requirements that have an impact on the environment.

- Actively managing our significant aspects and impacts and setting objectives for environmental performance improvement.

- Understanding how what we do impacts the environment and using this knowledge to prevent pollution

- Minimising waste and maximising recycling opportunities by evaluating operations on an on going basis.

- Creating an energy conservation culture within the business.

- Communicating this policy to everyone working for and on behalf of the company and to interested parties.

Our commitment to continual improvement using ISO 9001:2015 and to the ISO 14001:2015 standard will assist in achieving these goals.

Andrew Onions   Simon Winfield
Joint Managing Director   Joint Managing Director

Quality and Environmental Objectives

Our quality and environmental objectives are our business objectives, which are defined in our KPI framework. KPI's are monitored, refined and reviewed on an on-going basis via the KPI Dashboard. The Company's KPI Dashboard is an integral part and primary driver of the Quality System and is produced and reviewed daily.

KPI's for both Quality Objectives and Environmental Objectives are monitored, refined and reviewed on an ongoing basis via Management Review. The Company's KPI Dashboard is an integral part of the Business Plan, which is updated and reviewed via management meetings.

Scope

MacLellan Rubber Ltd operate from Unit 16, Planetary Road Industrial Estate in Willenhall with supplementary warehousing in Unit 4.

The company was established in 1871 and was subject to a management buyout in July 2010 by the current directors. We distribute polymer and rubber sheets and rolls, high quality industrial matting products and high-performance sealing solutions.

Consideration has been given to relevant clauses and Clause 8.3 Design and Development of Products and Services is not relative to the scope of the system and does not affect our ability to achieve conformity of products and services although if the company did diversify into new product areas, the introduction would be subject to design and development and any changes needed to the Quality System assessed and implemented as necessary.

7.1.5 has limited applicability due to the nature of the product and only relates to minimal checking processes and nominal cutting of product lengths for orders.

All clauses of the ISO 14001:2015 standard apply.

Implementation of ISO 9001:2015 and ISO 14001:2015

We pride ourselves on the technical expertise of our staff and work hard to ensure this is a service differentiator.

In support of the company's ambition to be the polymer and rubber products supplier of choice, customer focus, risk and opportunity management and the development of expertise and processes in a structured manner is paramount. This will be achieved with the ISO 9001:2015 Quality Standard and the ISO 14001:2015 Environmental Standard to ensure we maintain a focus on environmental improvements that ultimately benefit our customers.

The Quality Management System comprises the Quality Manual (a overview of how the system works), guides and forms and any other supporting information. In addition, the company keeps records as appropriate whether required by the ISO standard or by the company's operations.

This quality manual shows in Chart 1 the interaction of processes within Maclellan Rubber and in Table 1 the responsibilities for the various processes, as well as identifying the related processes or management procedures.

All quality and environmental documents are held on Sharepoint. Paper copies are actively discouraged to encourage staff to use the Sharepoint portal as the primary source of information.

For clarity, this manual covers the requirements of 9001: 2015 and 14001: 2015 within an integrated management system.

The Divisional Approach

The company has divided itself into 3 Divisions to ensure that appropriate focus is given to each important part. Though all of the business is traded polymer products – The Sales & Commercial Department of each division concentrates on variations needing slightly different approaches with either the customer and/or supplier and differing levels of Technical Knowledge.

Sheeting Division - This Division primarily concentrates on Customers for a Group of Standard Products known as "The Basket". These products mostly need to be held in stock for immediate despatch to a range of customers who expect a fast turnaround and good customer service and are often sold off a price list. These products are primarily commodity products bought to compete at a market price. Chris Hickson heads up the Sales and Commercial Activities for this division, supported by a small internal Sales Team.

Contracts Divison - This Division primarily concentrates on winning Contracts of 1 year or more, where there is a high level of technical and commercial work required during the Tendering and Renewal processes and then once the contract is won, there is little Commercial and Technical requirements. Simon Winfield heads up the Sales and Commercial Activities for this division supported by the Supply Chain Manager.
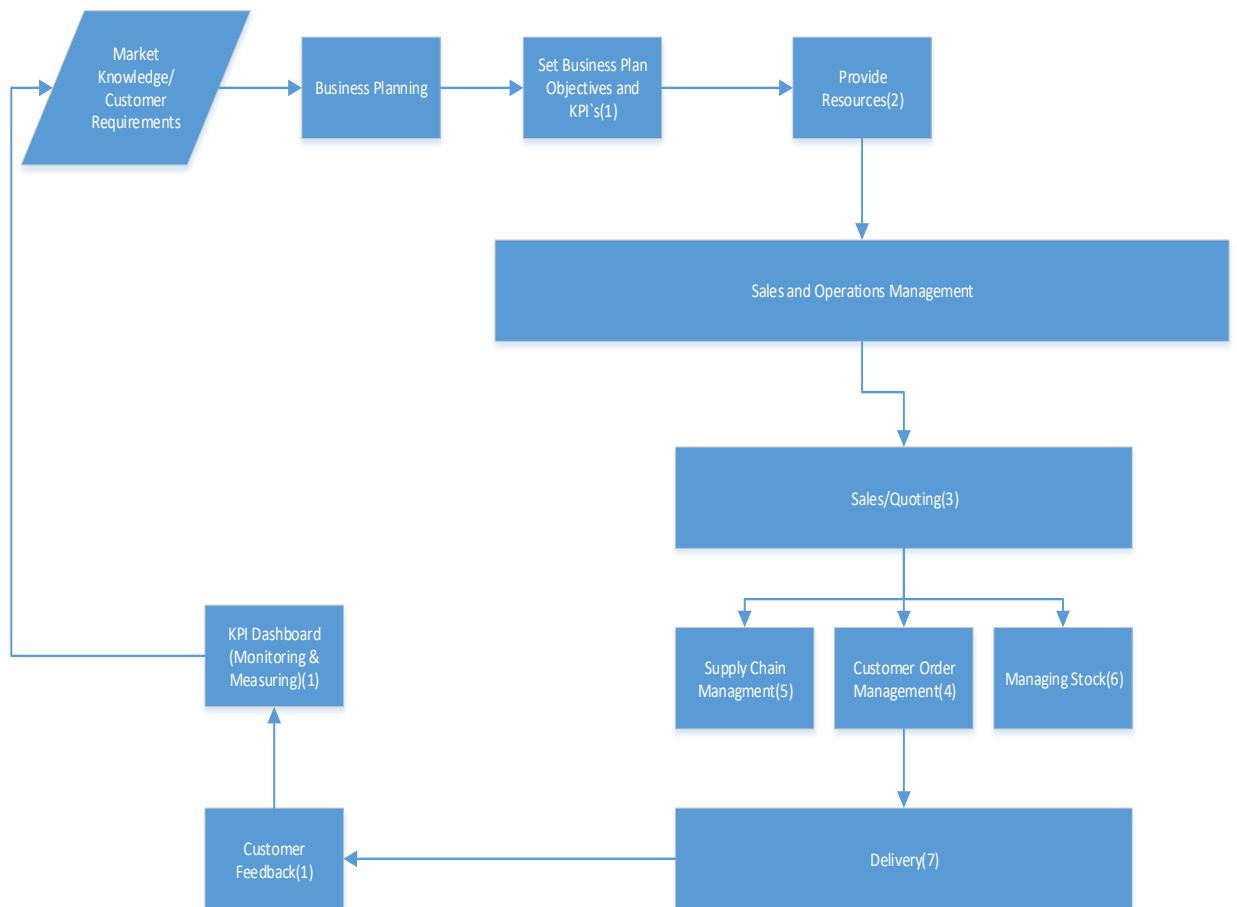
Technical Division – This Division concentrates on Sourcing and Supplying products for Customers that requires an individual approach with high technical and commercial input required on a Job by Job basis. These products remain primarily Polymer Based and is for Customers who need a Company who "knows where to get things". The Sales and Commercial Activities for this division are headed up by Ian Littleton, supported by the Supply Chain Manager and with Guidance and Input from Simon Winfield.

It is intentional that the Sales & Commercial Teams work independently of each other to ensure that the appropriate level of detail and expertise is applied to each Enquiry & Order as appropriate, although fundamentally the processes remain mostly the same.

The Financial, Operational, Quality, Warehouse and Distribution Operations are the same for each division.

MacLellan Rubber is a Trading business, and its IMS System and Processes are designed around ensuring that we interpret an enquiry from a customer and source and supply exactly this from our varied and well established supply chain. We require all Manufacturing and Physical Quality checks to be carried out primarily by our supply chain and for appropriate Certification to be supplied with the same.

MacLellan Rubber – Interaction of Quality Processes

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Market Knowledge/ Customer Requirements → Business Planning → Set Business Plan Objectives and KPI`s(1) → Provide Resources(2)
                                                                                                              ↓
                                                                                          Sales and Operations Management
                                                                                                              ↓
                                                                                                    Sales/Quoting(3)
                                                                                                   ↙      ↓      ↘
KPI Dashboard (Monitoring & Measuring)(1)                          Supply Chain Managment(5)   Customer Order Management(4)   Managing Stock(6)
            ↑                                                                                           ↓
Customer Feedback(1) ← ─────────────────────────────────────── Delivery(7)
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PROCESS	Management Responsibility - Sheeting	Management Responsibility - Technical	Management Responsibility - Contracts	JOINT ISO 9001 AND 14001 MANAGEMENT PROCEDURES	14001:2015 MANAGEMENT PROCEDURE
Market Knowledge/Customer Requirements	Sheeting Sales Manager	Joint Managing Director	Joint Managing Director	• IMS Manual • Risk and Opportunity Manager • KPI Dashboard • Customer Feedback and Market Intelligence	
Business Planning	Joint Managing Director	Joint Managing Director	Joint Managing Director	• Business Plan • MS Manual	• Environmental Guidebook • Environmental Impacts and Controls Register
Set Business Plan Objectives and KPI's	Joint Managing Director	Joint Managing Director	Joint Managing Director	• Business Plan • IMS Manual	
Provide Resources	Joint Managing Director	Joint Managing Director	Joint Managing Director	• Quality Process (including Internal Audit, NCR Management and Document Control) • Resource Management • Resolving Cases • Management and use of Measuring Equipment	• Environmental Guidebook • Environmental Aspects and Impact Register • Impact and Aspects Evaluations • Emergency Preparedness Business Interruption
Sales and Quoting	Sheeting Manager	Technical Manager	Joint Managing Director	• Handling Standard Opportunities • Handling Non Standard Opportunities • Customer Feedback and Market Intelligence	
Supply Chain Management	Sheeting Manager	Technical Manager	Joint Managing Director	• Supplier Assessment and Monitoring • How to Guide Goods In Purchase Order Processing	
Managing Stock	Warehouse Supervisor	Warehouse Supervisor	Warehouse Supervisor	• Customer and Supplier Returns and Quarantine Warehouse Management	

Customer Order Management	Sheeting Manager	Supply Chain Manager	Supply Chain Manager	• Sales Order Processing • Control of Customer Property • Sales Order Pre-Edit	
Delivery	Warehouse Supervisor	Warehouse Supervisor	Warehouse Supervisor	• How to Guide – Packing and Labelling • How to Guide Goods Out/Dispatched	
Customer Feedback	Sheeting Sales Manager	Technical Manager	Joint Managing Director	• IMS Manual • IMS Porcess • KPI Dashboard	
Measuring and Monitoring	Joint Managing Director	Joint Managing Director	Joint Managing Director	• Quality Admin Process • Management Review Agenda (including Communication Review) • Quality Manual • Risk and Opportunity Manager • KPI Dashboard	14001 Targets Table (in KPI Dashboard)

Focus on Achievement and Team Engagement

The Directors and the management team are committed to the development, implementation and continual improvement of the IMS system. The company vision, quality and environmental objectives are linked via the Business Plan and Quality Manual.

The directors continually assess the need for resources to operate the company via Board Meetings daily KPI Review and Director's weekly review meetings. Any actions throughout the year are added as Cases on the company-wide CRM or a project plan created for more significant action plans. An IMS Review is undertaken every Twelve months which includes a review of changes of ongoing Risk and Opportunity Management and a full evaluation of the IMS System.

A culture of learning and personal development is seen as key to the company's future growth to encourage highly motivated staff working with clarity, purpose and precision, able to analyse and improve operational efficiency. The Company vision and ongoing objectives are communicated to all staff via team meetings.

Outputs from the IMS Review include suggestions or decisions to improve the effectiveness of the quality management system, service improvement or the management of change and any actions generated via Risk and Opportunity Management review. Daily KPI review however is primary driver for responsive customer focused management actions. This includes changes needed to the company's operational processes to reduce errors, minimise risk or maximise any identified opportunities.

Continuous improvement

The Directors are committed to continually improving the company's performance, the level of customer satisfaction and the operation of the quality management system. This commitment is cascaded via management and team meetings. This commitment is demonstrated by:

- A high level of commitment to identifying non-conformances and eliminating errors at source using the CRM Case system
- Using customer feedback/business intelligence as a tool for process and product improvement
- Promoting awareness, motivation and involvement of the company's staff in non-conformance management
- Defining and using methods of measurement of the company's performance to establish whether it is meeting its planned objectives;
- Systematic review of the operation of the quality management system.
- Taking positive and proactive steps to minimise any identified risks
- Taking positive and proactive steps to maximise any identified opportunities for company growth and development
- Taking positive and proactive steps to evaluate, verify and improve our environmental performance as well as ensuring compliance to environmental legislation.

All improvement and corrective action and changes required to the quality system from whatever source are proactively managed via the CRM system. Updates always include staff training and awareness.

Internal Audit

Internal audits are carried out regularly on a planned basis according to a schedule defined by the management team with support from an external Quality Consultant to ensure impartiality.

Communication

Communication, both internal and external is considered paramount to support any actions taken. Any changes made to documents or any other pertinent information is communicated via Sharepoint.

The KPI Dashboard

The KPI Dashboard consists of performance data generated from multiple sources on a daily basis and is reviewed daily. The KPI Dashboard is available to all Company Employees and allows each complete transparency on their own and the company performance. This Daily Information negates the need for numerous large scale meetings as all can see when issues need to be addressed. The KPI Dashboard evolves regularly to ensure that the appropriate Metrics are being reported and to drive Continuous Improvement. Environmental data is included in the KPI dashboard.

Case information is generated from Sage CRM and is a core business process which is proactively managed.

Customer Feedback

Customer Feedback is a rarity in the industry and often only given when experience is negative. The company often must accept that "No News is good news". All customers have an opportunity to provide feedback via a link to Survey Monkey on every automatic email enclosing invoices and delivery notes. The Notes field on CRM is proactively used to log information obtained from customers in various categories, which allows analysis of all types of customer information. The results of feedback are discussed at management level and any potential improvement/corrective actions logged as a Case on the CRM system. Customer complaints are also analysed via the Case system.

Annual IMS Management Review

The framework for this meeting is a full review of the IMS system including:-

- Actions from Previous Meetings
- Performance (KPI's – key objectives of the Business Plan and environmental objectives)
- What can we do better/do we need to stretch the target
- Process
- People
- Review of Sage CRM Cases – live and resolved
- Risk and Opportunity Review/Interested Parties/Context/Planning of Changes/Communication
- Audit Results/Trends
- Environmental aspects, a compliance review, risks and opportunities

The Annual IMS Review meeting is documented.

Legal requirements

The company meets all legal requirements, including health and safety of its employees. All necessary information is available via the network or at point of use if required.

Communication of Environmental Aspects

The company has decided not to communicate environmental aspects externally, unless it is for commercial reasons.