



## Quality Policy

Helm Great Britain (HGB) is a distributor of the chemical supply chain and Crop protection products.

The management of HGB recognises that the maintenance of quality standards in all activities is fundamental to our business relationships with our external partners as well as our internal relationships between employees, Business Departments, and Head Office and Sister Companies.

The company is therefore committed to a policy to provide services that fulfil the requirements and expectations of our customers, employees, suppliers, ISO 9001:2015 requirements, regulatory requirements and other official certification bodies.

To achieve this commitment, a documented quality management system that meets the requirements of ISO 9001:2015 has been established in which the Managing Director is responsible for determining measurable objectives for customer satisfaction and the aspirations of the company.

The company aims to ensure

- regular gathering and monitoring of customer feedback
- a customer complaints procedure
- selection and performance monitoring of suppliers against set criteria
- training and development for our employees
- regular auditing of our internal processes
- measurable quality objectives which reflect our business aims
- management reviews of audit results, customer feedback and complaints

We guarantee that by following the regulations of our quality system, maintaining our commitment to it through internal auditing and review meetings, and communicating openly with all our business partners, we shall continue to improve our service and actively participate in those and future continued success business partners.

All employees are made aware of this policy and its objectives and are committed to its implementation.

The Management of Helm Great Britain limited commits all employees to observe and execute the Quality Management System and encourages active participation in its development.

*Lyndon Watkins*

Managing Director  
Lyndon Watkins

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