

## Quality Policy

Photon Lines specialises in the sale and distribution of photonic equipment.

The management and all who work at Photon Lines are committed to providing the highest possible level of service in satisfying the requirements of our customers. We are committed to fulfil our compliance obligations with regard to all applicable legal and other requirements that relate to the operational context of the business.

In order to ensure that we achieve excellence in all our activities we have implemented a formal quality management system, which satisfies the requirements of ISO 9001.

The company's objectives which underpin the quality management system are:

- Our Customers' needs shall be fully understood.
- Appropriate resources are provided in terms of facilities and relevant skills to fulfil customer needs.
- The company is committed to a process of continual improvement and sets quality improvement objectives which are reassessed regularly.
- The company strives to achieve the principle of "getting it right first time, every time."
- Progress towards the quality objectives is monitored.

The quality policy and quality objectives adopted by management have been made known to all employees.

This will be the foundation on which we will build continuing improvements in our performance and in the effectiveness of the quality management system.

The quality policy and management system are reviewed and updated regularly to take account of changing circumstances and customer requirements.



*Martyn Reynolds*  
Managing Director

Date: 7th October 2024

Next Review: 6th October 2025