

ISO 9001:2015 Quality Policy

Metals & Materials Ltd. is the holding company of the Goodfellow group of companies. Goodfellow was established in 1947 and provides specialist materials to the scientific research and development and industry. We have a manufacturing and storage facility based in Huntingdon, UK, and administrative sales offices based in Coraopolis, PA, USA, and Shanghai, PR China.

Our focus is to continually develop and improve our ISO9001:2015 Quality Management System (QMS) to ensure that it provides a platform to extend the range of products and services that we provide, and to meet and exceed our customers' requirements and expectations by continually improving our processes and services.

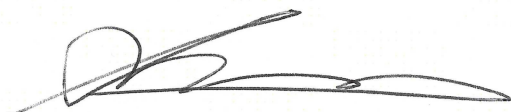
Implementation and compliance of the Quality Policy is the responsibility of the CEO, Goodfellow Cambridge Board and staff, with overall responsibility residing with the CEO. The effectiveness of this Policy will be monitored by the Goodfellow Cambridge Board.

Our quality objectives are to:

- Ensure that our QMS provides a framework for the management and control of our activities. This assists in establishing and reviewing strategic business objectives for the Company.
- Provide sufficient resources and equipment to ensure that we can operate to our documented commitments.
- Achieve and maintain a standard of excellence in all our business operations.
- Ensure that all policies and procedures have the full support of the Goodfellow Cambridge Board.
- Identify and meet the needs of our customers and improve customer satisfaction.
- Monitor and review our service provision and processes, identifying potential non-conformances and implementing any actions necessary to eliminate them.
- Provide extensive staff training and development, promoting a "right first time" attitude to quality and service provision.
- Forge partnerships with our suppliers, contractors and sub-contractors to ensure optimum business performance.
- Maintain our reputation for integrity and honesty and ensure that this is reflected throughout our organisational practices.
- Continually appraise our business to ensure that the quality of service we provide fully and consistently meets our customer expectations and complies with current and impending legislative requirements.

The effectiveness of our QMS is monitored through planned audits, management reviews and customer feedback and customer satisfaction.

The Quality Policy is prominently displayed and is made available to all staff and external parties on the Goodfellow website.



Simon Kenney
Chief Executive Officer

Dated: 20 September 2021