

Quality Policy

Dextra Group plc (including subsidiaries: Dextra Services Ltd, Dextra Lighting Ltd, Dexeco Ltd, Dexretail Ltd, Dexreco Ltd, Dexsor Ltd, LEDextra Ltd, Dexrail Ltd and LEDex Ltd) are a significant force in the UK Lighting Industry. We are involved in design, manufacture, stockholding and distribution of energy efficient LED light fittings and luminaires. We also process end of life products under WEEE Regulations.

Dextra Group is committed to implementing a quality management system and processes to enable the delivery of the highest quality products and services.

Our commitments:

Positive Leadership

- Through direction and support, each employee will have a good understanding of the importance of quality and the QMS and their responsibility to contribute to its effectiveness.
- To provide efficient resources

Continual improvement

- By reviewing our IMS and all systems regularly and setting annual objectives that reflect changes to operations and address risks and opportunities
- Investing in on-going training to ensure employee competency

Meet customer needs

- To consistently meet or exceed agreed requirements of the customer and other interested parties
- To learn from customer feedback and investigate complaints

Meet regulatory and legal requirements

This policy is communicated to all Dextra Group employees and suppliers, who will be expected to co-operate and contribute in the implementation of its requirements without risk to themselves, others or the environment.

Natasha Ward

COO

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