

Quality Policy

Lyon Equipment Limited's core mission is to provide equipment and expertise to venture further. We aim to be our customers' preferred supplier, be a technical information resource for our customers and be technically competent in all that we do.

Now in our 50th year, we design, manufacture, assemble and distribute personal fall protection equipment (PPE) and systems for sport and industrial applications. In addition, we manufacture, assemble and service medical devices. We also manufacture and sell our own-brand products, both PPE and non-PPE. Our products are sold to a mix of specialist sport retailers, industrial access suppliers, emergency services as well as directly to the public. Users of our product vary from climbers to kayakers, from mountain rescue teams to offshore oilrig workers. We mainly sell within the UK and Eire, but our international customer base is increasing. Located on the fringes of both the Lake District National Park and Yorkshire Dales National Park, we appreciate the importance of respecting and protecting the environment.

Our training centre delivers authoritative instruction and certification for work and rescue at height, including industrial rope access, utilities, industry, entertainment, rescue and the emergency services. In addition to 'standard' courses we also offer bespoke training designed around our customers' specific needs.

Lyon Equipment Limited considers the promotion of quality control measures to be a mutual objective of management and employees at all levels. We aim to ensure that we achieve the highest level of quality.

- ❖ Our quality assurance system has had continual ISO 9001 certification since July 1996.
- ❖ Adherence to this policy involves everyone in the company. Directors and all employees, whatever their individual roles are required to work to achieve the objectives of this policy.
- ❖ Employees and our customers are encouraged to make suggestions that will improve our level of quality.
- ❖ Foster a 'can do' culture across the business to get it 'right first time'.

The Business Systems & Compliance Manager based at Lyon Equipment Limited is the appointed management representative for monitoring and ensuring the Lyon Equipment Limited Quality Management System conforms to the requirements of ISO 9001.

Lyon Equipment Limited's management system will be implemented, maintained, its effectiveness continually improved and have the full support of top management. Specific health and safety, quality and environmental objectives will be set and reviewed to support the aim of continual improvement.

We undertake to supply only safety equipment and related services that fully comply with the standards, regulations and claims made relating to those products and related services. Where appropriate, we will maintain up to date technical files and associated documentation to ensure that regulatory compliance information can be supplied upon request. Where products are sourced from external organisations which hold technical files relating to the products being offered, we will request confirmation that these files are current, complete, contain appropriate conformity assessment information and, where relevant, regulatory compliance certificates and will take all necessary steps to confirm the validity of the compliance documentation held by that external supplier in respect of the products being sourced.

All employees and subcontractors are required to co-operate with the implementation of this policy.

This Policy is reviewed on an annual basis by the Board of Directors and updated as necessary.

This policy is endorsed by:



Jonathan Capper, Managing Director
November 2023