

Rossendale Group aims to provide a comprehensive 'one-stop shop' facility to lifting equipment users. Products and services include –

- Design, manufacture and installation of overhead cranes, overhead runway systems, jib cranes and other lifting structures.
- Design, manufacture and supply of fabricated lifting equipment such as spreader beams and lifting frames.
- Supply of lifting gear such as chain slings and hoists.
- Hire of a wide range of lifting equipment.
- Modifications, modernisations, refurbishments and repairs to overhead cranes, lifting structures, hoists and all types of lifting gear.
- Testing and examination of lifting equipment under LOLER and other Regulations.
- Site mechanical and electrical breakdown and repair service for all types of lifting equipment.
- Overhead crane and lifting equipment user and examiner training.
- Personal fall arrest safety gear supply, hire and maintenance.

Rossendale Group aims for excellence in each of these product and service areas. In attempting to be an effective 'one-stop shop' for our customers, we are competing against specialists in each of these business areas and need to offer our customers the value and quality of product and service they can get from the best specialists.

The management of Rossendale Group believes that by determining our customers' needs in all of our product and service areas and then meeting those needs we can achieve customer satisfaction. Enhanced customer satisfaction – meeting more and more of those needs – is the route to our ultimate goal of a successful, profitable, sustainable and growing business which satisfies all interested parties, including customers, suppliers, employees, regulators and shareholders.

Rossendale Group has established and operates a quality management system in accordance with ISO 9001. Under the requirements of this standard and in order to achieve the aims stated in this policy, Rossendale Group will –

- Identify, operate and manage a number of related business processes.
- Establish and monitor the achievement of specific quality objectives.
- Ensure that the quality management system and the aims of the company are understood throughout the organisation.
- Designate clear responsibilities for the management of the system.
- Review the system and quality objectives for ongoing suitability in respect to their ability to achieve the aims of the company.

In all aspects of its operations, Rossendale Group is committed above all else to ensuring the safety and health of its employees and those affected by their work, and to this end will issue a Health and Safety Policy statement and work to achieve its ends. Rossendale Group accepts that it shares in the responsibility for the protection of the natural environment and will sustain a program of continuous improvement in the methods of operation of its branches to reduce waste output and to improve the management of their waste products.

Management of Rossendale Group is committed to compliance with ISO 9001 and to continually improving the effectiveness of the system. It is the responsibility of the Managing Director to ensure that the company allocates sufficient resources to do so.

*Simon Bamford*

Simon Bamford, Managing Director