



QAD 1 Quality Policy

MASTERMELT Ltd, is a leading supplier of precious metal recycling and recovery services to customers in the pharmaceutical, chemical, aerospace, jewellery, electronics and other industries.

The company was founded in 1985 and has established a substantial list of clients by offering a prompt material processing and valuation service and flexibility in the type of return made, providing credit, partially or refined metals, or financial payment.

The company has its own processing and laboratory facilities in London, Stevenage and Buxton.

PRESMAN BULLION LTD was founded in 1945 and focuses primarily on jewellery and dental scrap from trade sources.

It is the policy of the company to ensure that materials and processes are stringently controlled to ensure a good and timely service for our customers. Processes, capabilities and performance are measured and continually improved in accordance with defined annual objectives.

The company has established a quality assurance system based on ISO 9001: 2015 Quality management systems – Requirements. The quality management system seeks continual improvement to comply with the requirements of this standard.

In addition to the processes controlled and developed for ISO 9001, the company also has controlled processes to meet the requirements of ISO 14001: Environmental management systems.

The company's quality management system is defined in the quality policy manual and its related procedures and process instructions.

The company ensures that all employees are well trained in these policies and procedures and are fully aware of the customer's requirements and expectations.

Appropriate records are maintained to show that work completed meets agreed specifications and is carried out in accordance with the company's process plans and quality assurance procedures.

This policy is communicated to all employees at induction and a copy is included within each of the departmental quality manuals and a copy is posted on the web site.

G. Williams- General Manager

Dated: 11th May 2022