

## Quality Assurance

We have completed the audits and received accreditation for ISO 9001:2015. Our reference is 10340-QMS-001. This accreditation demonstrates our commitment to efficiency, quality and customer service.

This company undertakes to supply only safety equipment and/or related services that fully comply with the standards and regulations and claims made relating to those products and/or related services. Where appropriate, this company 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, this company 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. Where services are provided related to safety equipment sourced from external organisations, this company will maintain approval from the manufacturer that the services provided are assessed and approved by the external organisation.

## Quality of Garments:

We have a formal QA process for goods coming into Mathias. Goods are checked for colour, size and style on every garment before being put into stock.

We have recently implemented a new QA system for all Off Shore Production garments. The QA team check a random sample against a series of criteria that are specific to each garment and fill out a form when all checks are completed to highlight. If any faults were found, further checks are carried out and an action plan put in place dependent on the results. All this is logged to form part of our supplier dashboards which we take to regular supplier review meetings to highlight any and put in an action plan to tackle issues. All goods leaving Mathias are also checked for colour, size, style and logo to ensure error and fault rates are kept to a minimum.

## Manufacturers QA Checks

We work with suppliers who check the quality of garments themselves before sending them on to us. Any product we see as faulty, we send back to our suppliers for further testing. If it transpires that the batch is faulty, and this is not a 'One Off' (which is the case in 98% of the cases – as we only source from tried and tested brands and manufacturers) they will be advised of the problem. In such instances all goods from the faulty batch will be recalled, collected and replaced free of charge with either an alternative product that will have been selected and agreed with procurement, or with a new batch that is free from defect. Procurement will be advised throughout.

Should there be a problem with anything, in the majority of cases it will be trapped and addressed before it gets to you.

## Direct Manufacturing

For the products that we get manufactured directly in the Far East, we work with a Quality Inspection Company. The company we work with inspect every single order to an AQL standard of xxxxxx. Mathias get sent a full report within 24 hours of the inspection detailing all the checks that have been carried out with photographs of key components to show they are as per the Control Garment, along with photographs of any product they've inspected that has either a major or minor non compliance. Should any issues get identified, we then go back to the factory and ask them to take corrective actions. We have never had any significant issues, it tends to be the occasional loose thread, in which we ask for them to be cut and tidied up.

Mathias also test products from every batch to ensure they are compliant to the relevant EN standard as well as up to our high standard of quality. Compliance to standard is of paramount importance, but other tests that we carry out include waterproofness, snagging, piling, colour fastness, dimensional stability (shrinkage).

#### Quality of Logo

We have implemented a scoring matrix in our embroidery department for every batch of garments. It ranks the quality of branding from 1-5 but also logs the operation of the machine and the logo. That way we can highlight any problems whether it be machine, operator, or logo design which allows us to address any issues and continually improve quality standards.

#### Quality of Planning

We utilize critical paths to ensure every tiny detail happens on time and accurately. This is managed by Sarah Mathias who, as a joint MD has ultimate authority to devote resources to ensure deadlines are met.

Planning is the easy part, it is executing the plan that is the hard part, but with Sarah overseeing any critical path you know that we deliver on our promises. We have a feedback loop to monitor quality using questionnaires at various levels to ensure we are continually reviewing and improving our quality processes.

It is our business; we are passionate about it and we won't accept second best.

