



CDM Quality Policy

As part of the CDM ongoing strategy for maintaining the highest possible levels of quality and customer satisfaction we have committed to a programme of continuous development and improvement of our quality management system, in conformity with the ISO 9001:2015 norm as a model, for the quality assurance of products, systems and associated processes.

Maintaining the highest possible levels of customer satisfaction and loyalty in all our business sections is of extreme importance and we undertake to maintain this through continuous improvement and investment in new technology, processes and systems.

The objectives of CDM are:

- To be the customer's first choice for noise & vibration solutions, for building and industrial applications
- Promotion of global growth in a sustainable and profitable manner – in our well defined core business
- Maintaining our customer oriented focus
- Reinforcement of our market position through innovation and response to market intelligence collected globally through our network of partners and agents
- Ongoing development of an international values-driven organisation based on our core values: Creative – Dynamic – Competitive – Result orientated – People focused
- The provision of good employee welfare facilities in high quality working environments in which all our colleagues are respected, motivated, challenged, supported and correctly remunerated
- Encouragement of communication and constructive feedback throughout all levels of our business
- Continuous improvement of our technology, systems, quality & environmental processes
- Use energy and natural resources efficiently, prevent pollution. Comply with all applicable environmental laws.
- Development of quality driven partnership with our suppliers and subcontractors

We expect everyone within the CDM organisation to actively contribute to our Quality Policy and cultivate the best corporate spirit to the benefit of ourselves, our customers and other stakeholders in full conformity with statutory quality and legal requirements.

Patrick Carels
Chief Executive Officer

A handwritten signature in blue ink, appearing to be 'Patrick Carels', written over a horizontal line.