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	Reviewed by: B. Gittins Amended by: M.Craven Approved by: B. Gittins Review date: April 2024
<i>Non Controlled Copy Valid Only on 8 April 2024</i>	Next review due : April 2025

Quality Policy

Our purpose is to build sustainable partnerships, by doing the right things and by going the extra mile.

We are committed to meeting the needs and expectations of our interested parties, by delivering products of consistent quality, to agreed requirements and specifications.

To achieve this we will:

- Maintain and develop our BS EN ISO 9001- registered quality management system.
- Use a 6 pillar strategy that will focus on and set goals for each of these pillars:

Putting our Customers First

To build valued customer relationships by striving to always give our customers what they need.

- To deliver on time and at the agreed place.
- To know what really matters to the customer.
- To be the local global supplier.
- To be a safe pair of hands protecting our customers' brands.

Make It and Make It Better

To be a world-class manufacturer intent on continuous improvement, safely satisfying customer needs.

- To be the best supplier we can be to our customers.
- To achieve 'available to promise' on time in full, whilst maintaining the agility to be responsive to change.
- To develop and maintain a culture of measurable continuous improvement.

Our Tribe

To be a great place to work, where people feel valued and engaged.

- To have an inclusive and respectful environment.
- To be the employer of choice.
- To have an empowered and aligned workforce.
- To give everyone opportunities to reach their potential.

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Feed our Factory

To build long term, mutually beneficial supplier relationships.

- To be the preferred customer to our strategic suppliers.
- To promote a competitive purchasing environment.
- To immerse ourselves in the upstream supply chain for major raw materials and be proactive in understanding when sourcing in all other sectors of the business.
- To enable the factory to run to plan.

By the Book

To effectively manage all risks and continuously improve compliance across all business areas.

- To take all necessary measures to prevent major accidents and limit the consequences to people and the environment.
- To demonstrate good practise compliance across all business areas.
- To continuously improve our internal management systems for all legislation, standards and guidance.

Our Evolution

To strengthen our business with long-term value added, for future generations.

- To continually pursue improvement opportunities within and beyond the current market.
- To maximise value from our assets.
- To grow our global footprint.
- To seek integration with our strategic partners to leverage for mutual benefit.

Achieving these aims will help us to:

1. Provide high levels of customer service.
2. Be the lowest cost manufacturer it can be and operate with high levels of integrity.
3. Have the right people and culture to give a competitive advantage.




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Signed.....

Billy Gittins
Managing Director
Date: April 2024

Revision History.

New Version Number	Reason for modification	By	Date
1.0	New manual created to reflect the new ISO 9001:2015 standard	SB	17/9/18
1.1	Quality policy added to manual	MC	4/3/19
2.0	Policy reviewed and amended to incorporate the new 6 pillar strategy	MC	3/9/19
3.0	Amended TFC to Eternis and reviewed and approved by MD	MC	1/4/21
4.0	Reviewed and approved by MD	MC	April 2023
5.0	Reviewed and approved by MD	MC	April 2024