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	Reviewed by: S.Wangde Amended by: M.Craven Approved by: S.Wangde Review date: March 2026
<i>Non Controlled Copy Valid Only on 11 March 2026</i>	Next review due : March 2027

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.

Our Commitment to Zero Harm, Zero Incidents, and Zero Defects

We believe that true quality is achieved when our people, processes and products operate in a way that protects individuals, strengthens trust, and eliminates preventable failures. Our commitment is built on three core principles:

- **Zero Harm** — safeguarding the wellbeing of our employees, customers, suppliers, and communities.
- **Zero Incidents** — preventing workplace events through robust systems, proactive risk management, and a culture of accountability.
- **Zero Defects** — delivering products and services that meet requirements the first time, every time and improve our customer satisfaction.

How We Achieve This

To uphold these commitments, we will:

- Maintain and continually develop our **BS EN ISO 9001–registered quality management system** to ensure consistent, controlled, and continually improving processes.
- Build strong, trusted relationships with our customers by understanding what matters to them, delivering on time and in full, and protecting their brands.
- Pursue world-class manufacturing performance by improving process capability, increasing agility, and embedding measurable continuous improvement.
- Create a workplace where people feel valued, respected, and empowered, enabling everyone to contribute to our quality and safety culture.
- Develop long-term, mutually beneficial supplier partnerships that support stable, predictable, and high-quality operations.
- Manage risks effectively across all business areas, ensuring compliance with legislation, standards, and best practice guidance.
- Strengthen our business for future generations by seeking improvement opportunities, maximising value from our assets, and growing responsibly.



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What This Enables Us To Achieve

By living our commitment to Zero Harm, Zero Incidents, and Zero Defects, we will:

1. Provide consistently high levels of customer service.
2. Operate with integrity while achieving competitive, efficient manufacturing performance.
3. Build a strong culture and workforce that provide a lasting competitive advantage.

Signed.....

Shoaib Wangde
Site Director
Date: March 2026

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
6.0	Reviewed and approved by site director	MC	Feb 2025
7.0	Reviewed and approved by new site director	MC	July 2025
8.0	Amended to new strategy and reviewed and approved by Site Director.	MC	Mar 2026