

Title: Quality Policy

It is the policy of Ethiprint Ltd to ensure that we consistently evolve to meet our vision. At Ethiprint we challenge our customers, our partners and ourselves to 'make a difference' by delivering competitive and value adding Print Services.

Ethiprint ensures that its clients are provided with products and services that are fit for their intended purpose, which fulfil contractual obligations and are safe and legally compliant to the specified quality. In order to meet these requirements Ethiprint has incorporated a Quality Management System that has been implemented throughout the company which is built on the requirements of BS EN ISO9001/PS9000 along with the additional requirements of BRC Global Standard for Packaging and Packaging Materials. Operations are conducted in accordance with the requirements of all pertinent legislation and relevant industry guidance, standards and best practice.

Customer satisfaction is essential to the growth of Ethiprint. Our performance is reviewed continuously to ensure it is maintained to the highest standards. Improvements to the company Quality Management System are continually made where required to ensure customer satisfaction is achieved at all times.

To meet our objectives and business vision it is the responsibility of senior management to ensure that this Policy is communicated to, and understood by all staff and implemented and maintained at all levels.

Senior Management shall review this Policy annually to ensure its consistent suitability and relevance to the company's objectives and our customer's requirements.

Objectives:

Client - to ensure that each client is satisfied with the service and products; and they;

- **Are fit for their intended purpose,**
- **Have been delivered on time and with the minimum client involvement needed to secure a successful outcome, and,**
- **Represent good value for money.**

Staff - to ensure that each member of Staff knows what is expected of them and is satisfied that they have the necessary time, capabilities and resources to achieve an acceptable outcome; staff shall receive:

- **Periodic briefings regarding the company's strategic direction and objectives,**
- **Clear instructions regarding the tasks for which they are responsible,**
- **Regular feedback regarding company, team and personal performance,**
- **Necessary support in developing required capabilities.**

Operational –

- **Ensure reasonable expectations and contractual obligations are understood and complied with,**
- **Operate with sound financial management to provide an acceptable level of product and service,**
- **Ensure contamination control and product security is assured by establishing a hygienic, clean & controlled environment.**
- **Continuous improvement to reduce the number of non-conformances/customer complaints.**
- **Commitment to continuously improve the site's product safety and quality culture.**

Signature:

Date: