

Quality Policy

We have established this Quality Policy to be consistent with the purpose and context of our organisation. It provides a framework for the setting and review of objectives in addition to our commitment to meet applicable customers', regulatory and legislative requirements as well as our commitment to continually improve our management system and customer satisfaction.

Customer focus: We have made a commitment to understand our current and future customers' needs; consistently meet their requirements and strive to exceed their expectations while providing them with unique and innovative products.

Leadership: Our Top Management is fully accountable for the effectiveness of our Quality Management System and for the integration of quality thinking into all business processes; promoting improvement and supporting people in achieving desired objectives. We encourage risk-based thinking and we evaluate risks and opportunities when planning our activities.

Engagement of people: We recognise that people are the essence of any good business and that their full involvement enables their abilities to be used for the benefit of our business and our customers.

Process approach: We understand that a desired result is achieved more efficiently when activities and related resources are managed as interacting processes and are committed to fully apply plan-do-check – act cycle in the planning and execution of our processes.

Improvement: We have committed to achieving continual improvement across all aspects of our Quality Management System; as one of our key business objectives.

Evidence-based decision making: We have committed to only make decisions relating to our Quality Management System following an analysis of relevant data and information.

Relationship management: We recognise the importance of the relationships with our external providers and are committed to develop and to maintain strong and mutually beneficial relationships with our suppliers to enhance the ability of both for value creation.

Our policy is also to meet the requirements of other interested parties and to address our social, environmental, community, regulatory and legislative responsibilities.

We are committed to define and to continually review our quality objectives.

This policy is communicated to all interested parties and available to the wider community through our Website, Company Noticeboard and Intranet.

Authorised by: **Natasha Allen** Position: **National Marketing Manager**

Date Approved:

August 2018

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