



HIGHLANDER PAPER RECYCLING LTD

QUALITY POLICY STATEMENT

It is the policy of the company to provide its customers with a service that fulfils their specified requirements. The following principles are applied throughout the company:

- Full commitment of all personnel to deliver a quality of service. It is also our intention to monitor and improve customer satisfaction levels by collecting feedback from our customers through annual surveys via SurveyMonkey.
- Full commitment of all personnel to active involvement in making continual improvements to customer service.
- Full commitment to using environmentally friendly products and promoting, wherever possible, the re-cycling of old materials.
- Full commitment to ongoing training and development of staff in line with business requirements, as well as personal development goals
- Full understanding by all employees of the long-term importance of achieving customer satisfaction and their role in ensuring that their failure to meet standards will lead to the company failing to meet customer standards.
- An appreciation that a consistent quality service can only be achieved by ensuring control at each stage of service delivery, with the ultimate aim of achieving "Zero Defects."
- All complaints are logged through the issues and actions register to enable a full investigation, allowing the root cause of the complaint to be established in order to prevent future complaints.

A companywide Quality System is in operation which is designed to comply with the requirements of ISO 9001:2015 as well as to continually improve and review the effectiveness of these systems.

The IMS defines the commitments of the company that are employed to ensure Customer Satisfaction is met in line with Quality targets which are set annually at management review meetings when this policy is also reviewed and approved.

**Approved by Board of Directors
February 2020**