

## Quality & Hygiene Policy

Labelgraphics (Glasgow) Ltd is a 'Total Quality' organisation and strives to achieve sustained, profitable growth through the manufacture of self-adhesive labelling products and the provision of services fit for their intended use which are safe, legal and consistently satisfy the needs and expectations of our customers.

Our prime objective of continual improvement of the business is gained through the implementation of our Quality and Hygiene Management Systems in line with BS EN ISO 9001:2000 and the BRC/IoP Global Standard - Food Packaging & other Packaging Materials.

Labelgraphics exercises Due Diligence as suppliers of packaging materials to the food industry. We recognise our duties under the Food Safety (General Food Hygiene) Regulations 1995 and take all reasonable care to prevent potential problems and/or risks, such as the sources of foreign bodies, contamination or taint.

The following objectives have been set as the key performance indicators;

- ◆ To aid the performance of our employees through investment in training and development.
- ◆ To improve our products and processes across all areas of our business.
- ◆ To increase Customer Satisfaction by working towards zero complaints.
- ◆ To attain On-time delivery performance.
- ◆ To improve our Quality and Hygiene Management Systems, in line with BS EN ISO9001: 2000 and the BRC/IoP Global Standard.

These objectives are reviewed and measured on a continual basis to ensure that our overall business aims are achieved. This policy is communicated to all levels of employees.

Alex Mulvenny, Managing Director.