



Quality Policy

The scope of the quality management system is to manufacture and supply paper envelopes to customer specification. Envelopes are manufactured and supplied to a wide range of size, type, style, paper and print format to customer requirements.

It is the policy of Heritage Envelopes Limited to provide customers with professional services and reliable products that are to the agreed standard, specification, on time and to the agreed price.

It is the goal of Heritage Envelopes Limited to provide a level of customer care and focus that delivers complete satisfaction in all respects.

Top management is committed to:

- Compliance with the requirements of the quality management system.
- Continual improvement of the effectiveness of the quality management system.
- Continued registration to ISO 9001.
- Ensuring that the quality policy is communicated and understood throughout the organisation.
- Ensuring that the quality policy is reviewed for continuing suitability.
- Ensuring that measurable quality objectives are established.

The quality policy and quality objectives are reviewed for continuing suitability during management review in accordance with SQEMS Section 3.3.

Mark Sears

Chief Executive Officer

Review Date: May 2012