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## Quality Policy

The scope of the quality management system is to manufacture and supply paper envelopes and direct food contact paper bags to customer specification. Envelopes and direct food contact paper bags can be manufactured and supplied in a wide range of size, type, style, paper and print format, to customer requirements.

It is the policy of both Heritage Envelopes Ltd and Bestpac UK Ltd to meet their obligations and responsibilities to provide customers with professional services and in producing reliable products, that are safe and legally compliant, to an agreed standard, specification, on time and in full, to an agreed price.

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

Top management is also 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 and certification in BRCGS Packaging Materials
- 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, regularly reviewed and updated.

The quality policy is reviewed for continuing suitability at least annually.

Mark Sears  
Chief Executive Officer  
Approved 19<sup>th</sup> January 2021  
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