

### **1.3 QUALITY POLICY**

It is the policy of Technology Packaging to maintain a quality system designed to meet the requirements of ISO9001:2015 (or any other standard in line with Annex SL Structure) in pursuit of its primary objectives, the purpose and the context of the organisation.

It is the policy of Technology Packaging, through the Business Information Document (BID), to:

- Provide excellent customer service to customers and prospects, meeting and exceeding their expectations for timely responses to all enquiries, orders and queries
- Make all employees aware of their individual and joint objectives in respect of this quality policy
- Provide training for all employees at least once per year to ensure awareness and understanding of quality and its impact on customer service
- Monitor continuously, through effective management, achievement of and progress towards these objectives
- Comply with all legal requirements, codes of practice and all other requirements applicable to our activities
- Eliminate hazards for, and prevent injury to, employees
- Conduct internal management reviews at least twice per year
- Have the Quality System reviewed at least once per year by a suitable external body

Jerry Harwood  
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Date: 27/02/25