

## Quality Policy Statement

Protective Packaging Ltd (the Company) designs and manufactures packaging solutions for climatically sensitive products. The Company also distributes impact detection and prevention systems.

The company is certificated to and in compliance with BS EN ISO 9001:2015. The Company recognises that quality is the responsibility of every employee extending from the Directors. It is the duty of all employees to ensure that all products and services meet the quality criteria set by the Company to meet, or exceed, customer satisfaction.

The Company supports a culture that values the highest quality performance from every employee and every function, with the objective of building in quality.

The Company aims to provide its customers with a range of products and services that are accurate, reliable, repeatable, compliant with specification and consistent with their expectations. These, together with timely delivery of documentation, products, materials and services are central to our operating policy.

It is the policy of the Company to deal with all customer concerns efficiently and effectively and to act upon these concerns, where possible, to the best of our ability and to the satisfaction of customers.

To achieve this, the Company has established, and maintains, an effective Quality Management System that has been planned and developed in conjunction with other management functions. The Company is committed to continually improving the effectiveness of our services, processes and the Quality Management System. Relevant quality objectives are set and regularly reviewed to monitor performance.

All personnel are appropriately trained and are responsible for bringing to the attention of the Management Representatives any deficiencies, either real or potential, for timely and effective preventative and corrective action.

The Quality Management System is audited through our Management structure and Quality Assurance personnel, who are designated as the Management Representative.

The Quality Management System and associated procedures are made available to all our employees.



**Ben Lewis**  
Managing Director  
Date: 07 January 2022



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