



## QUALITY POLICY

The objective of Rajapack Ltd is to deliver top quality packaging supplies and workplace products and equipment for businesses throughout Europe, with the clear focus of reducing our impact on natural resources.

In order to achieve this objective, we will maintain an effective, and efficient quality management system based upon the requirements of ISO 9001:2015.

In particular, we will:

- Set measureable objectives that will help achieve our customers' requirements, including:
  - High standard of customer service and satisfaction
  - Fast turnaround of product development
  - High standard of suppliers
- Monitor and measure the effectiveness of our business processes and objectives through our management reviews and Internal audit processes
- Proactively seek feedback from our customers on how well our products/services meet their requirements
- Analyse the causes of any complaint or problem and take appropriate action to prevent recurrence
- Select and work closely with suppliers to ensure that we deliver a reliable performance
- Recruit employees who are customer focussed and support them with appropriate training and systems to ensure their competence always meets our requirements
- Provide a work environment that promotes the wellbeing of our employees, and encourages positive teamwork
- Encourage all employees to identify problems, and make suggestions to improve all aspects of our products/services and business processes
- Ensure that all employees are aware of our quality policy and are committed to the effective implementation of our quality management system
- Ensure that we comply with all relevant regulatory and legal requirements

The continual improvement of our quality management system is fundamental to the success of our business and must be supported by all employees as an integral part of their daily work.

Signed on behalf of Rajapack Ltd

A handwritten signature in black ink, appearing to read "Tom Rodda", written over a horizontal line.

Signed .....  
Tom Rodda - Managing Director

Date: 2<sup>nd</sup> November 2023