

QUALITY POLICY

The objective of Rajapack is to deliver top quality, competitively priced packaging supplies to protect, ship, and store products for businesses throughout Europe, with the clear focus of reducing our impact on natural resources.

In order to achieve this objective, Rajapack will maintain an effective and efficient Quality Management System based upon the requirements of ISO 9001:2015.

In particular, Rajapack will:

- Set measurable 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 Management Reviews and the internal audit process.
- Proactively seek feedback from customers on how well our products meet their requirements and set objectives for continual improvement.
- Analyse the causes of any complaint or problem, and take appropriate action to prevent recurrence.
- Select and work closely with suppliers who enable Rajapack to create and deliver reliable products.
- Recruit employees who are customer focused and support them with appropriate training and systems to ensure their competence always meets Rajapack's 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 Rajapack's products and business processes.
- Ensure that all employees are aware of the Quality Policy and are committed to the effective implementation of the Quality Management System.
- Ensure that Rajapack complies with all necessary regulatory and legal requirements.

The continual improvement of Rajapack's 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:

Signed 
Tom Rodda - Managing Director

Date: 10th January 2017