

## Quality Policy Statement

As one of the UK's leading printing services and solutions providers, we are committed to providing products and services of the highest quality which meet and even exceed customer expectations. To meet this commitment, we set objectives with a view to maintain a quality-focused culture, which ensures the continual improvement of our Quality Management System, satisfying all applicable requirements, including statutory and regulatory.

Although ultimate responsibility within the company rests with the Directors; who are responsible for all matters pertaining to the Quality Management System, all employees have a responsibility within their own areas of work, thus helping to ensure that quality is embedded within the whole of the organisation.

We recognise that reductions in waste, improvements in process understanding and compliance, will help to ensure the sustainability of our organisation; as will the maintenance of our organisational knowledge for the consistent provision of products and services, and for business continuity purposes.

We are committed to maintaining accredited ISO 9001 certification through co-operation, motivation and effective collaboration with all our interested parties. This ensures consistency of approach, continual improvement and confidence/trust in our processes to deliver products and services to requirements.

We are committed to enhancing customer satisfaction through the effective application of our Quality Management System, and with it a socially responsible attitude to the delivery, installation and service of all our products and services.

This policy will be reviewed for continuing suitability and effectiveness at Management Reviews, and as required and appropriate. Please also be aware that Quality Management forms part of our Integrated Management System which conforms to ISO 14001 (Environmental Management) and ISO 45001 (Health & Safety), in addition to ISO 9001.

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|-------------------|--|--------------|-------------------------------|
| <b>SIGNED BY:</b> | Louise Marshall,<br>Director of ESG & OD                       | <b>DATE:</b> | November 20, 2023   08:55 PST |
| <b>SIGNATURE:</b> | DocuSigned by:<br><i>Louise Marshall</i><br>4DCC1F28AAA842D... |              |                               |