

## Quality Policy

This policy establishes Integrity Print commitment to implementing and maintaining a Quality Management System that conform to the requirements of ISO 9001:2015. It sets out our approach to consistently provide products and services that meet or exceed customer expectations by fostering a strong quality culture, driving continual improvement, and complying with statutory and regulatory obligations.

### We are committed to:

- **Customer Focus**  
Understanding and meeting customer requirements, whilst striving to exceed expectations in quality, delivery, and service.
- **Product Quality & Consistency**  
Ensuring our products are manufactured to defined specifications, using controlled processes and competent personnel.
- **Compliance Obligations**  
Meeting all applicable statutory, regulatory, and industry requirements relevant to our operations and products.
- **Process Approach & Risk-Based Thinking**  
Managing our activities as interrelated processes and addressing risks and opportunities to ensure consistent outcomes and prevent nonconformity.
- **Continual Improvement**  
Driving improvement through performance monitoring, internal audits, corrective actions, and management review.
- **Employee Engagement & Competence**  
Providing training and resources to ensure employees understand their role in delivering quality products and services.
- **Supplier & Supply Chain Management**  
Working with approved suppliers who align with our quality standards to ensure reliability and consistency of materials and services

This policy also sets a framework for setting and reviewing measurable quality objectives, monitoring performance, and driving continual improvements.

We will also communicate this policy to the organisation and all relevant interested parties, and review periodically to ensure its ongoing suitability.

A handwritten signature in black ink that reads "Mark Cornford".

**Mark Cornford**  
Chief Executive