

Quality Policy Statement

Dellner Polymer Solutions is committed to providing its customers with a high level of service including quality, communication, delivery and value.

Our vision is to be the customer's first choice for polymer solutions.

We will continually review the needs and expectations of all our interested parties that are involved from activities associated with our business.

We recognise that Customers are both internal and external. This is true throughout the entire supply chain from initial customer enquiry to receipt of payment for goods delivered.

The activities associated with our business will be managed by a series of planned processes within the structure of our Business Management System which will meet the requirement of ISO9001:2015. We will continue to refine and improve processes by learning from experience and encourage risk-based thinking.

To enable us to succeed and achieve this we are committed to the following statements:

- **Product Quality:** We will actively and frequently monitor quality performance throughout our processes, including external related issues. Our processes will ensure where issues are highlighted these are investigated to their root cause and to implement actions to prevent re-occurrence.
- **Communication:** It is understood throughout our processes from initial enquiry to final despatch that clear communication is important to our customers and key to operation planning. We will also effectively manage and investigate customer complaints to prevent re-occurrences and improve our products or processes where applicable
- **Delivery:** On time in full (OTIF) will be a key measurement to measure our success and satisfaction with our customers. Regular monitoring and reviews of this will be acted upon
- **Value:** Our aim is to supply value to our customers through product quality, communication, and delivery performance to a high standard. This also includes providing our customers with a solution to their product requirements.
- **Continual Improvement:** we will actively review continual improvement through the setting of meaningful quality objectives within the framework of the Business Management System. In addition, we will encourage improvements from all levels and move in sync with changes to our customers and other interested parties.

The above statements will be measured through key performance indicators across different levels and frequencies, ranging from daily and monthly reviews.

Signed:

A handwritten signature in black ink, appearing to read 'Keith Pimm', is written over a horizontal line.

NAME: KEITH PIMM
POSITION: GROUP OPERATIONS DIRECTOR
DATE: JANUARY 2024