



QUALITY POLICY

B&D Print Services Ltd will always provide products and services which meet or exceed, the requirements and expectations of all our clients.

Our staff and stakeholders are aware of their importance in this process, not only in establishing the exact requirements, and expectations, but also by ensuring our product consistently performs to the highest standards and exceeds the client's expectations in every way.

We are committed to continuously improve the way we produce customer products, through training, systems development, and investment in new technology, and are committed to satisfy applicable requirements.

Our aim is to increase our market share through excellence, and we will do this by consistently providing a high standard of expertise within all our sales, design, print and finishing departments.

Our permanent overall objectives include:

- A constant focus on exceeding customer expectations
- Delivery within expected time periods which is monitored through KPI's
- Reduction in waste from operational processes
- Educate, train and motivate employees to carry out tasks to a high standard

This policy is communicated to all staff and is available to view on our website.

Signed

A handwritten signature in blue ink, appearing to read 'JB Rawcliffe'.

Mr JB Rawcliffe
Chairman

A handwritten signature in black ink, appearing to read 'G Whewell'.

Mr G Whewell
Managing Director