



## QUALITY POLICY

A.F. Suter is a leader in its specialist field of the provision of shellac products and other related, natural products, globally. Continued success will depend on providing a high-quality service to our customers. Competition will continue to increase and A.F. Suter has reviewed its processes and quality of delivery and has gained ISO 9001:2015. This internationally recognised, independent certification from the International Organization for Standardization, demonstrates A.F. Suter's commitment to quality and continuous improvement.

The search for continuous improvement in serving our customers requires the involvement of executive management, customers, employees and suppliers working in an organised and systematic manner as part of a team.

To achieve this aim we will attempt at all times to:

- a) Demonstrate executive management drives continued improvement in the quality of the Company
- b) Work closely with customers to ensure that each party understands the realistic requirements of the other and agrees the needs of each other
- c) Work closely with suppliers to ensure that they understand our requirements and have the capability of meeting those requirements
- d) Ensure that all employees are aware of their part in quality achievement and are fully trained, and capable of carrying out all necessary activities in a competent and effective manner.

Thus, we have implemented a system designed to improve the consistency of the quality of our products and service which includes all the documentation and control procedures necessary in meeting the requirements of ISO 9001:2015.

We should remember that "Quality" in the modern sense is not simply that the materials and product that we send to our customers should be "right". It means that everything we do must be "right", from purchase of materials, to their testing, processing, manufacture, storage, sales administration, delivery and the level of service given.

This Quality Policy is reviewed on a yearly basis, is featured on our website and is available on request.

**Mr. Peter Marchington, Director, reviewed 28<sup>th</sup> May 2024**