

# Integrated Management System Manual

## Quality Policy & Objectives Statement

Johnston Mailing's Quality Policy is to provide our clients with products and services that consistently satisfy their requirements and expectations.

Achieving this level of quality will, in part result from the implementation of processes and disciplines that:

- ensure we are in agreement with clients as to what they want and is realistic to expect before starting orders for them,
- ensure the agreed requirements and expectations for each order are clearly articulated to those tasked with delivering orders for clients,
- improve the way the company delivers products and services,
- provide a documented source of acquired knowledge that is readily available throughout the company,
- Optimize the competencies of all company personnel,
- ensure the needs, expectations of interested parties are satisfied,

The management team of Johnston Mailing are fully committed to the development, maintenance and continual improvement of the quality management system. The adaptation of risk based thinking and a process approach shall be taken when developing and improving the quality management system.

Successful implementation of this policy requires the commitment from all employees to make it work and processes that intuitively make sense. All employees are expected to take responsibility for the quality of their own work and encouraged to actively contribute to the continual improvement of our standards, processes, product delivery and service. The requirements of the quality management system are mandatory and failure of employees and sub-contractors to comply with these requirements may result in disciplinary or other remedial action being taken by the Company.

The objectives of the Quality Management System are:

- To achieve and maintain a level of quality and customer satisfaction that we are proud to be associated with.
- To ensure compliance with all relevant & statutory regulations, particularly those associated with health and safety.
- To develop a company culture in which all employees actively contribute to improving the quality of the products and services provided by Johnston Mailing
- To maintain a quality management system that complies with International Standard ISO 9001 and is continually improved.

A series of Key Performance Indicators (KPI's) shall be developed and supported by improvement plans and initiatives by the management team which are regularly reviewed to ensure that appropriate quality objectives are established and met.

Signed:

Scott Johnston

Date: 05/02/2025