

Vegware Ltd - QUALITY POLICY

The Vegware group of companies (UK, US, Australia, South Africa) plus licensees (New Zealand and UAE pending) is setting out with the ambition to create the world's foremost brand of environmental foodservice packaging and become a global name brand. It is a natural extension to that commitment to recognize that high standards of design, performance and safety of food packaging includes the commitment to implement a comprehensive quality management system which will form an integral part of our commitment to continuous improvement.

The Quality Management System (QMS) for our UK operations is developed in accordance with ISO9001:2008 and ensures we can effectively deliver on our quality objectives. The QMS defines the practices and procedures related to the control of quality and the system is an integral part of the company's management system.

As a Responsible Company we will:

- continually develop high quality, innovative products
- drive client value through business efficiency and product development
- comply with client requirements and ethical expectations and relevant legislation for the production of food packaging
- never let up on customer service and on-time in full deliveries
- improve our service delivery by promptly identifying and resolving issues.
- continually improve the traceability of our products from forest to foodservice
- ensure that our raw materials are certified to FSC, PEFC, STI standards
- Prioritise entering contracts with suppliers who are certified to ISO9001
- contribute to the development of legislation relating to compostable packaging by engaging with stakeholders
- boost uptake of organics recycling through the Food Waste Network

Objectives

- Professional, prompt and accurate processing for 99.5% of customer orders.
- Over 99.5% rate of conforming product.
- Timely and accurate dispatch with delivery in full for 99% of orders.
- Over 98% of orders fully compliant based on all KPIs surrounding product quality and operations.
- Continually strengthen business infrastructure & resources to meet orders
- Continue to develop our global reputation and recognition.

Quality Objectives and areas for continuous improvement are agreed, documented and monitored at Management Review meetings.

Communication

This policy is available on our company website.

Signed:



JOE FRANKEL, Managing Director.
August 2015

