

Quality Policy Statement

1. General Statement:

Bunzl Retail Supplies is committed to continual improvement of the Quality Management System by utilising effective processes which will ensure that Quality risks associated with business activities are either eliminated or reduced to as low as reasonably practicable.

2. Aims and Objectives:

The organisation fully commits to:

- Identifying and addressing the risks and opportunities related to Bunzl Retail Supplies operations
- Monitoring and addressing the requirements of its stakeholders and interested parties
- Planning and implementing an effective Quality Management System in accordance with ISO 9001:2015
- Planning & providing sufficient resources and support to maintain the Quality Management System and drive continual improvement
- Planning & maintaining an effective internal audit schedule
- Communicate the importance of an effective Quality Management System and its benefits to the organisation
- Ensure quality products & services are delivered to customers
- Continually improving and monitoring customer satisfaction
- Establishing quality objectives that are aligned with the context of the organisation and its strategy
- Annually review the Quality Management System to monitor its effectiveness

Directors, Management and Supervisory staff have responsibilities for the communication and implementation of the policy and must ensure that quality issues are given adequate consideration in the planning and day-to-day operations. All employees and subcontractors are expected to co-operate and assist in the implementation of this policy, whilst ensuring that their own work, so far as reasonably practicable, is carried out without risk to themselves or others.

This Policy will be communicated to all staff, contractors and suppliers, and be available to the public through selected media.

Signed:



Date: 8th February 2018

Managing Director

Bunzl Retail & Healthcare Supplies