

QUALITY POLICY

Bergstrom Europe Limited is committed to establish a safe working environment that places Customer Satisfaction at the centre of our activities and meeting applicable statutory and regulatory requirements using management systems based on ISO 9001:2015.

Bergstrom's Strategic Objectives, Critical Success factors and Principles shall be communicated via the Global **VISION** Statement **TRUST**.

Maintaining robust and effective **MANAGEMENT SYSTEMS** that are communicated and applied to meeting Quality objectives which are developed to achieve customer satisfaction.

Bergstrom Europe actively promotes a culture of **CONTINUAL IMPROVEMENT** across all business processes to ensure this policy is achieved and sustained.

We develop **TRAINED** and **MOTIVATED** employees who work together as effective teams to achieve our goals.

The following high-level quality objectives have been identified as essential to implementing this policy.

1. To understand and satisfy all our **CUSTOMERS NEEDS** and expectations.
2. To **CONTINUALLY IMPROVE** our products, services and the effectiveness of the quality management system while considering **RISKS** and **OPPORTUNITIES**.
3. To strive to attain **ZERO DEFECTS** through the setting of specific objectives and targets that are regularly reviewed.
4. Recognise **CLIMATE CHANGE** as a global challenge and take responsibility to minimise the impacts of our activities, products and services through measured objectives and reduction of waste.
5. To promote open and effective **COMMUNICATION** throughout the organisation.
6. To ensure our products and services remain **COST-EFFECTIVE** and consistently profitable.



Nick Wilkinson
Managing Director

