

QUALITY POLICY

Policy Statement

It is a PCA corporate goal to operate our business in a manner that consistently meets or exceeds the high quality standards expected by our stakeholders and customers. To achieve this PCA has implemented an internal management system that is ISO 9001:2015 compliant. Specifically the Quality Management component of the system is an indication of PCA's formal commitment to continually improving our operations, products and services.

Aim and Objectives

To achieve this goal, we recognise that the quality of our products and services are determined by our customer's needs and expectations. Our objectives are to:

- Identify the changing needs and expectations of our customers
- Develop and maintain processes and procedures that ensure that these changes are accommodated Achieve efficiency in our operations, attention to detail, and responsiveness to customer priorities Provide quality products and services on time, with a competitive offer, and
- Provide an employment environment where continuous improvement is encouraged.

Responsibilities

We recognise that the overall responsibility environmental sustainability rests with management, who will be accountable for the implementation of this policy. These responsibilities include:

- Ensuring that all environmental policies and procedures are implemented;
- Establishing measurable objectives and targets to ensure continued improvement aimed at the elimination of waste, pollution and environmental harm;
- Encouraging consultation and co-operation between management, employees and stakeholders in matters which may affect or impact on the environment; and
- Providing adequate resources to meet these environmental commitments.

Employees also have responsibilities, which include:

- following all environmental policies and procedures; and
- recognising and reporting hazards which may affect the health and well-being of the environment.

Implementation and Review

This policy and environment related objectives and targets will be reviewed annually at the management review meeting.



Debbie Nayda
ISO Manager

