



## 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, as a company will:

- Adhere to all legislative standards and code of practice requirements
- Train all staff and contractors to identify areas where improvement can be achieved
- Continually communicate to and ensure an understanding from our staff of the Company's Quality Management System
- Review the system regularly to ensure its continued suitability and fitness of purpose
- Remove wasted and non-value added steps and time in our processes where feasible
- Strive to ensure that customer and stakeholder satisfaction is achieved at all times, and in all things, and
- Support the adoption of appropriate quality systems and management principles in order that all stakeholders benefit from this commitment to quality.

Employees are expected to:

- Assist and cooperate in ensuring that this policy is followed, and
- Actively participate in the adherence of this quality policy to ensure goals and objectives of this policy are achieved.

### Implementation and Review

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

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