

QUALITY MANUAL



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APPENDIX 2: POLICY STATEMENTS

2.1 Quality policy

In order to improve customer satisfaction, RE Specialty Chemicals Ltd adapts its products and services to the customer's expectations.

To reach this goal, management of RE Specialty Chemicals Ltd and our outsourced manufacturing partners are committed to:

FOCUS ON THE CUSTOMER IN ORDER TO:

- Identify their expectations
- Consistently supply products and services according to agreed specifications
- Provide appropriate technical assistance
- Adapt the organization when necessary to fit the customer's demand
- Measure and improve the level of satisfaction

SELECT, MONITOR PERFORMANCE AND PERIODICALLY EVALUATE THE SUPPLIERS IN ORDER TO:

- Ensure the appropriate availability of products and services
- Assure that suppliers are able to satisfy RE Specialty Chemicals Ltd expectations

IMPROVE STAFF COMPETENCIES IN ORDER TO:

- Ensure the efficiency of the processes of the company
- Adapt skills to ensure company evolution can be met

INVESTMENT WHERE REQUIRED IN EQUIPMENT IN ORDER TO:

- Control product uniformity
- Improve reliability and availability of equipment and infrastructure
- Optimize information systems and organizational knowledge

MAINTAIN AND IMPROVE A QUALITY MANAGEMENT SYSTEM:

- Appropriate, adequate and effective
- Certified against the standard ISO 9001 V 2015

DETERMINE AND ADDRESS THE RISKS AND OPPORTUNITIES IN ORDER TO:

- Assure intended results can be achieved

This policy is conducted in compliance with legal and ethical rules.

On a yearly basis, RE Specialty Chemicals Ltd management reviews this policy, defines quality goals and assesses the continual improvement of the quality management system.

Andrew Freer
RE Specialty Chemicals
Director
16th November 2022