

Quality & Hygiene Policy

TCL Packaging Limited is a leading supplier of printed packaging films in the UK market which is committed to being "The perfect partner in printed packaging films. Delivering trust, quality and service from a progressive, ethically managed business".

All our activities are guided by our vision, mission and core values which are the cornerstone of an ongoing drive to improve performance and provide the highest level of product performance, appearance, hygiene and technical support and service to our customers. The management of TCL Packaging Limited are committed to the implementation of the principles set out below.

Customer Focus – Every effort will be made to ensure that customer requirements are known and understood in all business functions and at all levels so that the engagement and deliveries agreed with customers can be fulfilled according to their expectations.

Process Management – We manage our core business activities through cross-functional processes. It is the task of management and employees to master and continually improve these processes in order to ensure the customers' satisfaction and the company's success.

Continuous Improvement – For all processes, we evaluate the critical success factors and lay down appropriate key performance indicators. We set targets for improvement and carry out corresponding measurement. All employees participate in the continuous improvement process and share best practice.

Employee Orientation – We give our employees the freedom to aim at challenging targets, both corporate and personal, to fulfil themselves in a motivating environment and to achieve a high level of performance. Employees are individually empowered and enjoy the advantages of cooperation through teamwork and training opportunities. Our culture is centred on trust, responsibility and people's freedom to act within the framework provided by our systems.

Leadership and Support – We have developed and successfully implemented a specific leadership development program with the aim to ensure continuous optimisation of our employees' leadership qualities. Our leaders operate proactively, flexibly and rapidly to further strengthen our position. They see fostering and conveying our culture as a task of the utmost importance.

Partnership with Suppliers – Suppliers contribute substantially to the stability of our processes and thus to the success of our company. Accordingly, they are carefully selected and integrated into our continuous improvement process. Partnership and open communication characterise our relationship with suppliers.

Quality Management System – TCL Packaging Limited operate process oriented quality management systems with common elements which apply across the business and other elements tailored to the requirements of individual product types and market sectors / customers served. Continuous improvement and sharing best practice are the principles underlying these systems.

The individual QM systems are defined and conform with the requirements of the British Retail Consortium, BSEN ISO 9001:2015 and any future amendments or additions.



Mark Clayton
Director
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