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| 1 | Purpose | 1 |
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- 1.1 The purpose of this policy is to set out Fibre Revolutions approach and commitment to quality and the quality management system.
- 1.2 The policy supports the company's strategic direction and serves as a basis for establishing quality objectives.

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| 2 | Scope | 1 |
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- 2.1 This policy applies to all activities of Fibre Revolution Ltd and incorporates the principles of BS EN ISO 9001:2015

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| 3 | Definitions | 1 |
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For the purposes of this policy the following definitions apply.

- 3.1 **Customer focus**  
The primary focus of quality management is to meet customer requirements and to strive to exceed customer expectations.
- 3.2 **Infrastructure**  
Facilities, equipment and services needed for the operation of an organisation.
- 3.3 **Management system**  
Set of interrelated or interacting elements of an organization to establish policies, objectives and processes to achieve those objectives.
- 3.4 **Policy**  
Intentions and direction of an organization as formally expressed by its top management.



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| <b>4</b> | Policy Statement | 2 |
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Fibre Revolution Ltd provides pulp based products, for the workplace and home. We are committed to supply our products and services in a responsible manner, through the following:

- Understanding the requirements and needs of our customers, enabling us to provide a quality product and service.
- To monitor and measure customer satisfaction and service levels.
- To set business objectives, measure performance and take relevant corrective, preventive and improvement actions necessary.
- To ensure that adequate resources and infrastructure are in place to meet the business objectives.
- To ensure the continued effectiveness of the quality management system.
- To maintain conformity to the directives and regulations that are relevant to our products and business
- To maintain a training programme that ensures:
  - » This policy is understood, implemented and maintained at all levels within the company.
  - » The objectives of the business are supported.
  - » To where possible continually improve our products and services.
- To review the policy annually to ensure ongoing suitability.

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| <b>5</b> | Responsibilities | 2 - 3 |
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### 5.1 **Board**

The board and non-executive directors provide support and strategic direction for the company's quality management system.

### 5.2 **Departmental Managers**

Departmental managers are responsible for ensuring:

- Staff understand the processes, policies and procedures in each of their departments.
- That any quality management training (including induction and policy training) is recorded on the company training platform.
- Educating and working with staff to ensure they understand how their role within the company supports the quality policy.



### 5.3 **Technical Department**

The technical department is responsible for:

- Management of the quality management system.
- Managing the management review.
- Data analysis and reporting of the company quality performance.
- Tracking and follow up of objective progress and management review actions.

### 5.4 **Employees**

Employees are required to comply with the company's policies and procedures as set out in their employment contract, handbook, and training plans.

Every member of staff impacts and supports meeting the quality policy.

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| <b>6</b> | Communication | <b>3</b> |
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This policy is communicated through the company shared drive/intranet and company website (<https://fibre-revolution.com/>) and will be made available to all interested parties.

**Signature:** 

**Place of Issue:** Bourne, PE10 0DN, UK

**Name:** Neil Wilson

**Issue Date:** 09/01/2025

**Position:** Executive Director

**Review Date:** 09/01/2025

