



5.2 Policy

Product Safety & Quality Management Policy

Diamond Box Limited has established this product safety and quality management policy to be consistent with the purpose and context of our organisation. It provides a framework for the setting and review of objectives and demonstrates our commitment to satisfy customer, regulatory and legislative requirements, as well as to continually improve our management system.

The Directors and staff have responsibility for the ultimate safety, hygiene, quality and legality of our products. To achieve this, we have adopted the BRC Global Standard for Packaging and Packaging Materials, the ISO 9001:2015 Quality Management Standard and the FSC Standard for Chain of Custody. Certification to these internationally recognised standards is consistent and supportive of our organisational values and aspirations. These are:

Customer focus: We are committed to understand our current and future customers' needs; meet their requirements and strive to exceed their expectations.

Leadership: We are committed to creating and maintaining a working environment in which people become fully involved in achieving our objectives.

Engagement of people: We recognise that our people are the essence of any good business and that their full involvement enables their abilities to be used for the company's benefit.

Process approach: We understand that a desired result is achieved more efficiently when activities and related resources are managed as a process or series of interconnected processes.

Improvement: We are committed to achieving continual improvement across all aspects of our quality management system; it is one of our main annual objectives.

Evidence-based decision making: We are committed to only make decisions relating to our QMS following an analysis of relevant data and information.

Relationship management: We recognise the relationship we have with our external suppliers is interdependent and mutually beneficial that enhances the ability of both to create value.

We have produced quality objectives which relate to this policy and they can be found in document 6.2.2 R04-01 Quality Objectives.

This policy is available and communicated to all staff, interested parties as well as being made available to the wider community through publication on our Website and Company Noticeboard.

Signed:  M. Richards

Date: 25/02/2021