

QUALITY POLICY

The Quality Policy

Quality Performance is a commitment to excellence by each Chemoxy employee. It is achieved by teamwork and a process of continuous improvement.

We are dedicated to being the leader in providing quality products and services, which meet or exceed the expectations of our customers.

Commitment

Chemoxy International Ltd is fully committed to the Quality Policy as defined above. Quality Management plays an important role by assuring that the company can produce and deliver the quality products and services expected by its customers.

Objective

At our operating units at Middlesbrough and Billingham we have established a Quality Management System that shall:

- strive to meet our Customers' requirements first time, every time
- define Quality objectives and targets for continual improvement within all site functions, and that they relate to the business needs
- have roles and responsibilities established to develop a culture of quality management which makes accountability clear
- adopt and utilise the quality work processes and tools
- strive to eliminate customer complaints, and increase our customer satisfaction by acting on their feedback
- investigate any Customer complaints and non-conformances, and verify the resulting corrective and preventive actions
- effectively audit the relevant functions
- develop process control systems to improve reliability and quality performance
- embrace the site level operability of the Purchasing and Supply Chain Rules and Policies

In order to achieve these objectives, the company will operate a quality management system that conforms to the standard specified by BS EN ISO 9001:2015, which is to be incorporated within the Chemoxy Management System. Training and resources, to fulfil the requirements of the standard to meet company objectives, will be assessed and provided accordingly. The management system also supports a commitment to Cosmetics Good Manufacturing Practices (GMP) according to ISO22716:2007 and a commitment to requirements for Halal and Kosher certification.

Along with the adequacy and effectiveness of the quality management system, this policy will be periodically reviewed under the auspices of top management for continuing suitability. Statutory and regulatory requirements will also be considered where relevant.

This policy will be available on request to customers, the public and other interested parties. The company will ensure that this policy is effectively communicated to and understood by all employees. We will encourage them to strive for Business success and total Customer satisfaction.

The Board of Directors is responsible for the implementation of this policy, and delegates responsibility to the Quality Team to verify compliance.

Helen Webster

Chief Executive Officer

Alastair Lloyd

Commercial Director