

QUALITY POLICY STATEMENT

James Cropper PLC creates some of the world's most distinctive and technically advanced products using raw materials as diverse as cotton, cellulose and carbon fibre. We support industries from packaging to digital imaging and green energy with products that are at the cutting edge of performance.

Quality is important to our business because we value our customers. We strive to provide our customers and interested parties with products and services which meet and even exceed their expectations. We are committed to continual improvement and have established a Quality Management System which provides a framework for measuring and improving our performance.

We have systems and procedures in place across the group to support us in successfully delivering customer satisfaction and continual improvement. These include:-

- Regular reviews with our customer and interested parties to understand their business needs.
- A structured customer complaints process that focuses on Root Cause Investigation and effective corrective action implementation.
- A procedure for managing the performance of our suppliers and sub-contractors in terms of their product quality, technical capability, service performance and cost effectiveness.
- A robust business deployment process that focuses on product management, demand visibility, supply capability and financial performance.
- A proactive training and development programme for our employees that enables improved performance through continuous improvement.
- A regular audit schedule of our internal processes to ensure we continue to satisfy the requirements laid down by the ISO 9001:2015 and EN 9100:2016 standards.
- Regular reviews of key performance indicators across the group that tangibly measure our Safety, Environmental, Quality, Service and overall Business Performance Levels.



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