



Quality Policy

Vision Support Services Ltd

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Management Commitment

At Vision Support Services Ltd we view Quality as an integral part of our Corporate Business Principles. These principles guide our actions to deliver products and services that are safe, compliant and preferred by our customers. They are essential for the achievement of our ambition to be the market leader within our sector.

At Vision Support Services Ltd our commitment is to never compromise on the safety, compliance and quality of our products and services. This requires the engagement of all our staff, for everyone to understand their responsibility in achieving our quality objectives and to empower our workforce to take action to protect our customers and our brands.

At Vision Support Services our Quality Policy summarises the essential elements of our commitment for excellence and includes:

- **A Quality Culture** With an objective of developing, manufacturing and providing products and services with zero defects that are trusted and preferred by our customers.
- **Compliance** With all relevant laws, regulations and all internal requirements, ensuring we only use accredited suppliers who comply with our Labour Standards Assurance Scheme.
- **Continuously Challenging** Improve the quality management system to prevent quality incidents and eliminate preventable defects through the review of quality objectives and results,
- **Training** We promote quality responsibilities amongst all employees through standards, education, training and coaching, supervision and effective communication.

At Vision we understand that, teamwork, engagement, ownership and support by everyone are vital for achieving our quality objectives. This means that we are committed to providing the required leadership, management and resources to meet our quality goals, we will ensure that our Quality Policy is reviewed annually and communicated to all employees and third parties.

Quality Policy

At Vision Support Services Ltd, Quality is the foundation of our company and is fully embedded in our culture. Our brands have built trusted relationships with our customer base. This trust is based upon our quality image and our reputation for consistently delivering high quality products.

Each and every employee is involved in and dedicated to achieving high Quality standards for our customers through the application of our Quality Management System.

To sustainably create value and to effectively and efficiently build customer trust, we see quality at Vision as:

1. A Guarantee of **full compliance** to our policies, principles and standards with full transparency,
2. Ensure **preference and consistency** to delight customers by valuing what they value and by offering products, systems and services that always meet or exceed their expectations and are competitively priced,
3. Strive for **zero defects** by constantly looking for opportunities to apply our continuous improvement approach to deliver competitive advantage,
4. Engage **everybody's commitment** across our complete supply and distribution chain and at all levels of our organisation to build the Vision Quality Culture.

Quality Management System

Visions Quality Policy, which applies across the complete Vision Group is complemented by unit-specific Quality Policies, is achieved through the implementation of our Quality Management System (QMS). All functions across the value chain are responsible for achieving Quality objectives and continuously improving Quality performance.

The Quality Function acts as the guardian and the challenger of the QMS. Management via process is an essential principle of QMS. It provides the framework for attaining and maintaining compliance, measuring performance and continuing to achieve high levels of customer satisfaction.

We ensure full alignment of QMS to ISO Quality standards. QMS is implemented across our organisation and verified by internal audits and independent third parties.

We foster a quality culture by developing quality awareness throughout the organisation and encouraging a management attitude that anticipates potential Quality issues. We empower all Vision personnel with the necessary competences and tools in order to consistently fulfil policies, principles and standards. We continuously improve by challenging ourselves. We involve all employees across the whole Value Chain to achieve and maintain consumer satisfaction.

The Quality Standards capture the knowledge and expertise of Visions professionals to ensure a consistent application of what we know. Quality standards incorporating centrally established generic and product-specific requirements are managed through locally defined operating quality requirements. Country specific standards, based upon local regulatory requirements, are incorporated at the local level and audited to ensure compliance.

A Continual Improvement Management Cycle to ensure an effective and efficient management of Quality processes, to measure performance, and drive the enhancement of our Quality culture.

A Process-Based Management System encompassing the whole supply chain. Support Functions provide assistance, expertise and tools in order to meet the QMS requirements and to achieve our quality objectives.