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|----------------------------------------------------|--------------------------------------|---------|-------------|
| <b>TALISMAN</b><br>GROUP                           | <b>Policy</b>                        | Number: | IMS-POL-002 |
| Applicable to:                                     | Sitewide: Talisman Group Malvern Ltd | Issue:  | 01          |
| <b>Product Safety &amp; Quality Policy (BRCGS)</b> |                                      |         |             |

## Introduction:

Talisman Group Malvern Ltd are committed to producing safe, legal and high-quality products that consistently meet customer, statutory and regulatory requirements.

We operate a Product Safety and Quality Management Systems aligned with the requirement of **BRCGS Packaging Materials Issue 7**, ensuring effective control of product safety, legality and quality across all operations and throughout the supply chain.

We aim to be our customer's preferred supplier by delivering reliable products and services that meet agreed specifications and enhance customer satisfaction.

This policy provides the framework for establishing and reviewing our product safety and quality objectives.

## Our Commitments:

We are committed to:

- Ensuring products are **safe, legal and of the required quality**, meeting all customer and regulatory requirements
- Maintaining an effective **product safety and quality management system** in line with BRCGS requirements
- Developing, maintaining and continually improving a strong **product safety and quality culture**, led by senior management
- Applying a **risk-based thinking** to identify, assess and control product safety, quality and operational risks
- Providing **adequate resources**, including competent personnel, training, infrastructure and equipment
- Promoting **open communication and employee engagement**, including confidential reporting of concerns without fear of reprisal
- Ensuring appropriate **hygiene, housekeeping and segregation controls**, particularly for food-contact and non-food materials
- Working with suppliers and partners to ensure **product safety and quality throughout the supply chain**
- Monitoring and improving **customer satisfaction and product performance**
- Driving **continual improvement** in product safety, quality and business performance

## How We Achieve This:

We will:

- Demonstrate **visible leadership and accountability** for product safety and quality at all levels
- Maintain effective **risk management and control processes** across operations and suppliers
- Ensure employees are **competent and aware** through training and clear responsibilities
- Monitor performance using **KPIs, audits, inspections and customer feedback**
- Encourage reporting, learning and **continuous improvement**
- Promote a culture where **product safety and quality is everyone's responsibility**

## Implementation and Review

Senior management is fully committed to implementing this policy and ensuring that a strong product safety and quality culture is embedded across the organization.

We will monitor, measure and review our system and performance to ensure continued **suitability, adequacy and effectiveness**, and to drive continual improvement.

The policy is communicated to all employees, displayed on site, made available to relevant interested parties and reviewed at least annually



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