

PEPPER COMMUNICATIONS LTD QUALITY POLICY STATEMENT

Pepper Communications prides itself on providing "One Stop Shop" print to post solutions covering all our customers' design, repro, print, finishing, mailing and delivery requirements to an outstanding level of quality and delivery performance.

To ensure we continue to excel in a fast moving market driven by continually changing technology we carry out our work to the ISO 9001 Quality Management System (in addition to our FSC, liP and ISO 14001 standards) and these are regularly audited by an independent Third Party.

We want our customers to see and experience a tangible difference when they work with us and our quality policy has identified some key areas where we intend to excel. We aim to:

- Continually improve our ability to respond and deliver to customer needs.
- Achieve a standard of consistent quality excellence from all our machinery.
- Reduce the time taken for the concept to delivery using the best management information systems to ensure integrated interfaces within a complex business.
- Make customer focus the heart of our success by offering customer partnership solutions such as Service Level Agreements.
- Use ISO 9001 to help us "Plan to get it right" by setting objectives and targets to be achieved by working to an agreed action plan.
- Manage colour and remove subjectivity by using ISO 12647/2 colour management standard.
- Deliver supreme customer experience through communication, quality and service delivery.

Signed By: SR Whynt

Date: 20 June 2011

Position/Title: MD

