



Quality Policy

Our Quality Policy is directed towards ensuring Safety for our consumers, compliance to regulatory requirements and ensuring consistency in Quality of our client products. It provides a basis for working towards our ultimate objective, which is to exceed our customers' expectations.

Metro Supply Chain is committed to the protection of consumers and to providing Quality Assurance for all our products and processes. The Management Team will show leadership and commitment, and assume the responsibility for establishing, implementing, integrating, and maintaining the Quality Management System. We have clear specifications for process flow in our operation.

We will clearly document what we do, follow our procedures and audit to ensure that we are complying with what we have documented. We will conduct regular reviews to ensure that we capture changes in requirements or processes and manage such changes in a controlled manner. This allows us to continuously improve our quality management practices. All deviations from established procedures must be reported immediately and carried out as required.

Metro Supply Chain instils a Quality Assurance culture through the regular review of Quality and Safety matters in Review Meetings, Management Meetings and through individual employee contact and ongoing training.

Quality deviations and Customer complaints are a priority and are tracked, investigated and remedial actions undertaken to address root causes.

Each employee must develop a sense of responsibility to adhere to the Quality Management System, as this is the foundational element for the success of our business. We are committed to ensuring that Quality is the objective of all members of the Organisation, using communication, engagement, practical examples, and training, such as the "Our Way" program.

"Our Way"

"Our Customer" – We look for ways to say YES.

"Our Team" – We recognise and respect the impact our attitude and actions have on each other.

"Our Company" – We continually challenge ourselves to improve the business.

"Our World" – We challenge our thinking and actions to positively affect our impact on the environment.

"Safety" – Without compromise, we all contribute to maintaining a safe and clean work environment.

All management functions shall comply and be fully committed to the implementation of the requirements of the ISO Standards, as they apply to business processes.

Signed:

A handwritten signature in black ink, appearing to be "Stuart Ager", written over a faint circular stamp or watermark.

Date: 24th July 2023

Stuart Ager
for and on behalf of Metro Supply Chain Group UK