

**Synergie recognises that the disciplines of quality, health and safety and environmental management are an integral part of its management function.**


Along with its clients, Synergie attaches the highest priority to the delivery of print and communications products and services which, as a minimum, meet client expectations. Balanced with commercial and environmental requirements, Synergie and its team are committed to providing quality; first time and every time.

To support these aims, Synergie will conduct its operations inline with the internationally recognised quality management standard, ISO 9001:2008.

**It is our policy to:**

- Comply with all applicable laws and regulations
- Follow a concept of continuous improvement and make best use of our management resources in all quality matters
- Communicate our quality objectives and our performance against these objectives throughout the company
- Set and monitor and quality performance indicators including client feedback
- Work closely with our customers and suppliers to establish the highest Quality standards
- Ensure employees and workers act in accordance with this policy and Synergie's Quality Management System and have the relevant competences to fulfill their responsibilities
- Continually strive to improve Synergie's quality performance

The Senior Management of the Company shall be responsible for this policy and ensuring that it remains relevant. This will be achieved through formal annual review. However, it is the responsibility of every employee to ensure we adhere to the principles and aims set out.



**Terry Hannam**  
Managing Director

April 2011