

1.1 Bako North Western - Quality Policy

The Quality System is fundamental to all work undertaken by Bako North Western and shall be practised by all personnel in their daily activities.

The purpose of Bako North Western is to identify and meet the legal requirements of the Food Safety Act 1990, and associated Regulations and Directives, the needs and expectations of its Shareholders, customers and other interested parties (employees, suppliers etc.), to achieve competitive advantage, and to do so in an effective and efficient manner.

The Company shall, at all times, remain fully committed to the safe storage and delivery of products, ensuring food safety due diligence is observed during all processes to maintain customer duty of care.

The Company shall achieve, maintain and continually improve overall organisational performance and the Quality Management System, based on seven Quality Management Principles, as follows:

- | | |
|--------------------------|------------------------------------|
| a) Customer focus. | e) Improvement. |
| b) Leadership. | f) Evidence-based decision making. |
| c) Engagement of people. | g) Relationship management. |
| d) Process approach. | |

The application of Quality Management Principles not only provides direct benefits but also makes an important contribution to managing costs and risks. The Company shall adopt a Risk-based Thinking approach to address both risks and opportunities posing impact on the company, its customers and other interested parties. These risks and opportunities will be managed and monitored, including development of preventative action, to increase the effectiveness of the Quality Management System.

The company has set the following Quality Objectives:

- Reduce value (£) of damaged stock in Warehouse by 5% per year for the next 3 years.
- Reduce value (£) of out of date stock by 3% per year for the next 3 years.
- Reduce number of service complaints by 0.5% per year for the next 3 years.
- Customer order entry to be >99% accurate.

This Quality Policy shall be communicated and understood within Bako North Western and the Company shall review this Quality Policy and Statement to ensure its continued suitability.

The Quality Management system for Bako North Western is based on the requirements of BS EN ISO 9001:2015, BS EN ISO 14001:2015, the BRC Storage and Distribution Standard and S.T.S. Supplier Approval.



Mike Tully
Chief Executive Officer.

NWB-QM-001
REV. 0