



## **Quality, Environmental and Social Policy Statement**

“To sustain profitable growth and provide the best product support and maintain the highest level of customer satisfaction”.

Advanced Direct Mail and Advanced Direct are committed to ensuring our policy provides a rigorous framework for our business development which we continually strive to improve for the benefit of both our customers and employees.

We are concerned for the environment and work to ensure that the impacts from our own operations and from the use of our services are minimized. We work closely with suppliers to ensure that wherever possible products are sourced from ethical and sustainable sources.

We work closely with all stakeholders and external agencies to ensure that we comply with all appropriate legislation.

We are constantly seeking ways to reduce pollution, avoid the creation of waste and mitigate the risk of negative effects on the environment.

We support the personal development of our employees to ensure that we reflect best practice through the business.

We operate systems that meet the requirements of ISO9001 and ISO14001. We achieved full certification in October 2011. This has recently been re-newed for 2012.

All staff are aware of the processes operated within the company and are aware of their responsibilities to follow defined procedures and to report any deviation or anomalies. Members of staff are encouraged to provide input into the development and improvement of all operating systems.

The management of the company establishes business objectives which support the implementation of this policy. These objectives are regularly reviewed, and revised as necessary, with the aim of continual improvement.

Signed:

Terry Barratt  
Managing Director