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PRODUCT SAFETY AND QUALITY POLICY

The objective of MegaChem UK Ltd is to supply industrial chemicals and food-ingredients products to customers in an accurate, timely manner.

In order to achieve this objective, the Company will maintain an effective and efficient Quality Management System based upon the requirements of ISO 9001:2015 and BRCGS Agents and Brokers.

In particular, the Company will:

- Set measurable objectives that will help achieve customer requirements.
- Monitor and measure the effectiveness of its business processes and objectives through Management Reviews and the internal audit process;
- Proactively seek feedback from customers on how well its products/services meet their requirements and set objectives for continual improvement;
- Analyse the causes of any complaint or problem, and take appropriate action to prevent recurrence;
- Select and work closely with suppliers who enable the Company to create and deliver a reliable performance;
- Recruit employees who are customer focused and support them with appropriate training and systems to ensure their competence always meets the Company's requirements;
- Provide a work environment that promotes the wellbeing of its employees and encourages positive teamwork;
- Encourage all employees to identify problems and make suggestions to improve all aspects of the Company's products/services and business processes;
- Ensure that all employees are aware of the Product Safety and Quality Policy and are committed to the effective implementation of the Quality Management System;
- Commit to ensuring that all product entering the food chain are safe and legal products which are compliant with both our customer requirements and all legislative and regulatory requirements.

The continual improvement of the Company's Quality Management System is fundamental to the success of its business and must be supported by all employees as an integral part of their daily work.

Signed on behalf of MegaChem UK Ltd:

Gary Foster, Managing Director

Date: 15.06.2021