

Document Title:	Integrated Quality & Environmental Management Policy		
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# INTEGRATED QUALITY AND ENVIRONMENTAL POLICY

Superior Creative Services Ltd, part of The Delta Group, provides a full design, print and fulfilment service to a wide range of corporate clients. The underlying principles of Superior are to ensure our business activities are conducted professionally, ethically, legally and without undue risk that jeopardises customer satisfaction, the environment or the effectiveness and efficiency of the company.

## Quality Management

The Directors, Management and staff are committed to providing total customer satisfaction by supplying products and services of a high quality, in a timely manner, to defined specifications; supported by our first class technical and customer service.

Continuous analysis and improvement and our flexibility and responsiveness to meet customer needs, especially within tight deadlines, are primary factors in ensuring the Company's continued success.

Each member of the Superior team is responsible for the quality of their work and is committed to ensuring that our Quality Management System complies with international standard of good practice BSEN ISO19001:2015 and is operated, updated and continually improved within their daily work.

The efficiency of the BSEN ISO9001:2015 Quality management System and the consistently high quality of products and services we supply, helps maintain Superior as a leading business within its field.

## Environmental Management

Superior recognises that our activities if not properly managed and controlled, may have a significant adverse impact to the environment. Superior has implemented an environmental management system to the requirements of BS EN ISO14001:2015.

Our environmental policy aims to:

- Minimise waste
- Promote recycling
- Reduce energy consumption
- Reduce harmful emissions
- Where possible – work with suppliers who have sound environmental policies

An essential part of the Environmental Management System is a commitment by everyone at Superior to continually improve environmental performance. This is achieved by setting and reviewing annual objectives and targets for environmental improvement which are communicated to all staff.

This policy has been communicated to all levels of the organisation and is available to all interested parties. It is reviewed and updated on an annual basis.



Ian O'Connor  
Managing Director

Date: 27.3.2019