



Quality Policy Statement

ACCO UK Limited is committed to ensuring customer satisfaction across its wide product portfolio. The company understands that its prosperity depends, to a large extent, on developing and maintaining customer confidence by consistently achieving high levels of product and service quality in the supply and manufacturing of office equipment and stationary products.

We are able to achieve this quality objective through commitment at all levels to the following ongoing actions:

Top management will ensure that resources are available to achieve the objectives and requirements of the company, its employees, suppliers, customers and shareholders.

Operating Quality Management Systems within our Head Office, Factories, and Distribution Centre to comply with ISO 9002:1994.

The policy is effectively communicated so that all employees understand the importance of their responsibilities in maintaining the Quality Management Systems in operation.

We provide an organisation structure to promote effective provision of appropriate training and development at all levels to carry out all respective responsibilities.

ACCO UK management takes actions to continually improve performance throughout the organisation by measurement and review of our products, service, processes and management systems. This ensures they are effective, and comply with requirements.

We ensure our products are safe, meet any statutory legislation, customer requirements and the purpose for which they are supplied.

We eliminate all forms of waste to the benefit of the company, our employees and our customers.

We swiftly resolve any short falls in meeting these objectives.

Implementing this policy and overall objectives will ensure the provision of products and service that meets the requirements of our customers, employees and suppliers.