

QUALITY AND PRODUCT SAFETY POLICY

Introduction

Talisman Group Malvern Ltd are committed to producing safe, legal and high quality products that we manufacture, assemble and purchase, meet all our customer, regulatory and statutory requirements.

We operate an integrated management system that aligns with the principles of ISO9001:2015 and the requirements of BRCGS Packaging Materials Issue 7, ensuring consistent control of product safety, legality and quality across all operations.

We aim to be our customers' preferred supplier by delivering products and services that fully meet specifications, demonstrate reliability and continually improve customer satisfaction.

Our Commitments:

Product Safety & Quality Culture: Promote, maintain and continually improve a positive product safety and quality culture throughout the organisation. All employees are encouraged to take ownership of quality and product safety and to report any concerns or suggestions for improvement without fear of reprisal.

Compliance and Risk Management: Maintain effective systems to ensure compliance with applicable legislation, regulations and customer standards for both food-contact and non-food products. Apply risk-based approach to identify, control and review potential product safety and quality risks throughout our operations and supply chain.

Customer Focus: Measure and improve customer satisfaction by monitoring performance indicators such as product conformity, delivery performance (OTIF), responsiveness and compliant trends.

Training and Competence: Develop and maintain a skilled, knowledgeable and engaged workforce through training, upskilling and awareness programmes that reinforce product safety and quality responsibilities.

Communication and Engagement: Communicate policy objectives and performance results openly across the business, encouraging two-way dialogue and employee involvement. Provide a confidential mechanism for employees to report product safety or quality concerns.

Housekeeping & Hygiene: Maintain high standards of housekeeping and site hygiene through documented procedures, regular cleaning schedules and a 'clean as you go' culture. Ensure appropriate segregation between food-contact and non-food production where relevant.

Continual Improvement: Establish measurable objectives and targets to drive continual improvement in our quality and product safety systems, culture and overall business performance.

Implementation and Review

The senior management team are responsible for implementing this policy and providing the leadership, resources and support needed to maintain compliance and continual improvement.

The Policy, and the objectives arising from it, are reviewed at least annually (or when significant changes occur) to ensure continues suitability, adequacy and effectiveness.

The Policy is communicated to all employees, displayed on site noticeboards, shared with relevant interested parties and made available on our company website.



Mark Fellowes,
Operations Director



Spencer Whale
Sales & Marketing Director



Mark Cuthbert
Financial Controller

