

# Quality Policy Statement

We are committed to delivering high quality products and services to its client base, with a 'get it right first time' attitude that can be seen right across the multi functional businesses – Print, Display and Digital.

By adopting a 'people' approach and investing in our own people the group is able to deliver our products and services that are neither detrimental to the environment or to the Health & Safety of our staff and customers.

Our Quality Policy is based on three core values that can be seen throughout the Group:

1. Quality
2. Service
3. Value

Within this policy we are committed to operating the Group under the disciplines and control of a Quality Management System conforming to both the ISO 9001 and ISO 14001 standards. It is the Group's directors responsibility to ensure ongoing continuous improvement is sustained at all levels through staff training and development so that the quality policy is understood, implemented and maintained.

Business objectives are reviewed by the board of directors and channeled through the Group as SMART objectives for all to understand and implement. These objectives are then reviewed through the management of relevant KPI's. By doing this the IMEX Group can increase its ongoing efficiency base and continue the culture of putting customers first in everything we do.



Signed: .....

Date: Updated 09/07/11

Simon Toft

Group Managing Director