

Quality and Environment Policy

Ivor Solution is a supplier for template ordered print production and small orders in printed stationery and on-demand marketing materials working predominantly in the UK. Our aim is to ensure that customer expectations are consistently exceeded, by fulfilling customer requirements efficiently and effectively in order to maximise the success and growth of the business for its employees and shareholders. We will do this through a determined focus on delivering best quality of product and service supported by a sincere commitment to the environment in pursuit of these objectives.

Our quality objectives are:

- Never to lose a customer, or any of their business because of a quality issue in any aspect of our relationship with them.
- To improve the processes and controls to reduce the amount of paper waste as a percentage of paper purchased.
- To reduce the % of customer reprints that are not caused by 3rd party delivery loss.
- To grow profitability % year on year by continuous improvement.

We maintain the highest standards, and judge our work as if we were a very discerning customer ourselves. This is the only way to be proud of our service and to maintain our positive competitive position. We monitor our quality objectives and standards through via our ISO9001 certified quality management system.

And, with our 'can do' approach at Ivor Solution, we make sure that we take environmental issues seriously. We are committed to minimising our environmental impacts which include our energy and water consumption, paper waste, and the use of chemicals for printing. These impacts are being continually addressed via our ISO14001 certified environmental management system. In addition, as part of the Carbon Smart certification scheme, we have been monitoring our carbon footprint annually and have made a commitment to reducing our carbon emissions.

We believe that good environmental management is about making steady and continuous steps forward. Therefore we will, wherever possible, set measurable targets to reduce ours and our clients' impact in three areas of our business:

Our environmental objectives:

- We will reduce and, as far as possible, eliminate all unnecessary paper, energy, water and chemical waste through waste reduction initiatives.
- We commit to reducing unnecessary chemical pollution.
- We will ensure that we comply with all the relevant environmental legislation, and will carry out regular reviews to make sure that we remain in tune with current issues.
- We will continue to improve our environmental communications with clients and suppliers via social media and in our newsletter.
- We take our clients' environmental requirements seriously so that they can trust us to use the materials and processes to fit in with their own environmental objectives.

Our environmental targets:

- Reduce our carbon footprint by a minimum of 3% from Oct14 – Oct15
- Increase our FSC & PEFC paper usage to as close to 100% of paper purchased as possible.

We will make certain that this policy:

- Is known and supported by everyone who works for us.
- Will be available to our clients and anyone who is interested.
- Will be checked at least annually.

The Management &
Employees, Ivor Solution Ltd

