

QUALITY POLICY

Luminescence Sun Chemical Security is a major manufacturer in the supply of security inks and solutions and offer a range of competitive, high-performance products and services. We strive to be valued by its customers, whilst recognising that the disciplines of product quality, customer service, innovation, continuous improvement, and confidentiality are an integral part of its management function. We view these as our primary responsibilities and to be the key to good business in adopting appropriate quality standards.

Our Quality Policy calls for continuous improvement in its quality management system (QMS). Business activities are conducted in line with the ISO 9001:2015 standard and the following principals:

- Comply with all applicable legal, statutory, and regulatory requirements.
- Follow a concept of continuous forward-thinking improvement and ensure we have the necessary and sufficient cost-effective resources to maintain continued quality standards and achieve our quality objectives.
- Set and communicate our quality objectives and the performance against these objectives throughout the organisation and to our interested parties.
- Work closely with and maintain our customer relationships based on listening, understanding, and anticipating their needs to ensure that we maintain the highest quality standards and reliability of our products and services to achieve customer satisfaction.
- Work closely with our suppliers to procure the highest quality products.
- Train our staff in the needs, competence and responsibilities of quality management and skills necessary for their work.

Gary Silver



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