

PSQ Policy Statement

Product Safety and Quality

Hanmere is committed to designing and manufacturing industry-leading, premium quality, safe and legal packaging for its customers. Customer value and product safety are central to all company activity.

A senior manager is responsible for the delivery of PSQ objectives and Hanmere places emphasis on having a whole-company approach to maintaining the very highest standards; training and developing staff to support these objectives.

A series of pro-active and reactive controls are in place to ensure the release of fully compliant, products produced through ongoing consultation with our customers.

Hanmere maintains certification as a supplier of high risk food contact packaging under the BRC Global Standard: Packaging and Packaging Materials Issue 5.

Hanmere is committed to maintain good manufacturing practice (GMP) and maintains a documented integrated management system incorporating hazard and risk analysis to support this.

The purpose of the integrated management system is to describe how the company policies are put into effect and to give guidance to employees; as well as to provide the reporting framework for measuring the effectiveness of the system.

Responsibility

The Managing Director has ultimate responsibility for PSQ but on a day to day basis responsibility and authority for day management and application of the policy is delegated to the Standards Manager. In the absence of the Standards Manager, responsibility reverts to the Managing Director who may delegate individual functions to appropriately qualified personnel.

Hanmere's senior management is committed to investing the required human and financial resources required to develop a culture of improvement and ensure ongoing compliance, creating added value for customers and other stakeholders and ensuring the production of safe and legal products that delight customers and end users/consumers.

PSQ Objectives

Internal and customer-agreed objectives are used throughout the PSQ system to focus efforts and direct strategy and include measures in the following key areas:

- Customer complaints
- Internal and external feedback monitoring
- Supplier performance management/monitoring
- Internal non-conformance detection
- Goods Inwards and Despatch inspection records
- Internal audit results
- External/third party audit results

Glen MORRIS, Managing Director



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