

Quality Policy Statement

Calverts is a communications design and printing worker owned co-operative, based in Bethnal Green. Founded in 1977, Calverts specialises in branding, publications and sustainable print and produces high quality literature and web-based media for corporate, community, government and arts organisations.

Our quality policy has evolved over 40 years, as an outcome of Calverts ethos as a quality driven business. The Company is in business to sustainably produce high quality printed products and design services, supported by the highest standard of customer service. We are committed to product development to further develop the business. The Company has a policy to adopt the principles of good manufacturing practice and is committed to operating to the highest standards possible through good work ethics and the provision of quality employment.

All employees have to work with and understand the quality assurance procedures appertaining to their individual job functions and in line with ISO 14001 practices.

Employees must comply with quality checks of all of our products as defined by departmental procedures either verbally or in writing including those where subcontractors are used.

It is the company's objective to maintain the highest quality possible of our products, and to

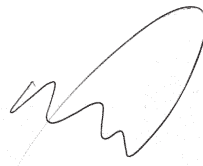
constantly find ways of improving processes and systems.

All employees must participate in record keeping of production times and quantities as effective decisions are based on the analysis of data and information.

We have set up processes and procedures to ensure that quality is properly managed and will provide sufficient resources and training to ensure these are met.

We will encourage the commitment and involvement of all our members in implementing this policy in our day-to-day activities and it is our intention to communicate openly and consult with customers, suppliers, employees, local community and any interested parties on quality issues.

We undertake to review this policy on a regular basis, and in the light of new knowledge, changing legislation, and changes to the procedures within the organisation.



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Lee Sargent (Director)