



## **STRÅLFORS PLC POLICY FOR QUALITY, ENVIRONMENTAL, HEALTH & SAFETY, INFORMATION SECURITY AND BUSINESS CONTINUITY MANAGEMENT**

It is Strålfors plc's policy to develop, implement and maintain an integrated Quality, Environment, Health & Safety, Information Security, IT Service Management and Business Continuity Management system that meets the requirement of and is certified to ISO 9001, ISO 14001, OHSAS 18001, ISO 27001 and BS25999 standards.

The scope of this policy applies to all of Strålfors plc operations involved in the production of personalised continuous and cut sheet stationery, including security print. Total end to end campaign management including design, sourcing, storage, printing, enclosing, distribution, e-messaging and archiving solutions. This is in accordance with the Statement of Applicability incorporating the requirements of The Cheque Printers Accreditation Scheme (CPAS) Standard 55.

Our policy for maintaining the Strålfors plc Integrated Management System (IMS) is based on the fundamental principles of measuring and planning for continual improvement in the areas of Quality, Environment, Health & Safety, Information Security and Business Continuity performance. This is achieved by establishing, implementing and reviewing objectives for Quality, Environment, Health & Safety, Information Security and Business Continuity Management. These are documented and managed within the Company's Continuous Service Improvement Plan.

We will continually review the suitability of our Integrated Management System, procedures, technological advances and working practices in conjunction with demands and expectations from our customers, employees and any person(s) working under the company's control, to ensure that they are appropriate to the nature, scale and impacts of the company's activities, products, services and risks.

### **FSC/PEFC Policy**

#### ***General statement of policy***

The management and all who work at Strålfors are committed to good environment performance and the use of paper from sustainable resources.

We have also established and follow a rigorous chain of custody system, enabling the Forestry Stewardship Council (FSC) or Programme for the Endorsement of Forest Certification Schemes (PEFC) logos to be printed on material where our customers require it and where either or both of these apply.

These systems cover

- The examination of paper suppliers and their certification and maintaining a database of these.
- Specification and purchasing of FSC and PEFC material where required.
- The examination and control of material and its documentation on receipt.
- The control of FSC and PEFC material from storage through printing and finishing.



- The provision of appropriate despatch and invoicing documentation.
- The examination of areas where this system could fail, with appropriate corrective action.
- The training of personnel who could affect the FSC/PEFC process.
- The auditing of the systems to ensure that they are fit for purpose and are followed.

### **Accountabilities for Environmental Issues**

Operation of the FSC/PEFC system is the accountability of all specified in the relevant Strålfors systems. However, the following people have specific duties:

<b>Duty</b>	<b>Person(s)</b>
Overall and final accountability for environmental performance	
FSC/PEFC Co-ordinators	R Norwell & L Coker

Strålfors plc is committed to:

- Meeting or exceeding Quality, Environmental, Health & Safety, Information Security and Business Continuity requirements as required by our customers, employees and parties working on behalf of Strålfors plc;
- Complying with all applicable Quality, Environmental, Health & Safety, Information Security and Business Continuity Statutory legislation and with any other requirements to which the company subscribes;
- Maintaining good business and profitable relationships with our clients, subcontractors, suppliers and other interested parties;
- Maintaining the awareness of all employees and person(s) working under the control of Strålfors plc, so that they can identify and fulfil contractual, legislative and company Quality, Environment, Health & Safety, Information Security and Business Continuity responsibilities;
- The prevention of injury and ill health;
- Providing and maintaining, as far as is reasonably practicable, safe and healthy working conditions, equipment and systems of work for all employees and person(s) working on behalf of the organisation and to provide such information, training and supervision as they need for this purpose. We also accept our responsibility for the health and safety of other people, including visitors and contractors who may be affected by our activities.
- Encouraging employees and person(s) working on behalf of the organisation to assist and participate in initiatives to improve their working environment.
- Assess and reduce all workplace risks by carrying out risk assessments as required by the 'Management of Health & Safety at Work Regulations 1999' and other specific OH&S regulations;



- Continually improving the company's impact on the environment, preventing pollution and seeking to reduce the use of raw materials and natural resources;
- Coordinated integration and implementation of our service management processes to provide ongoing control, greater efficiency and opportunities for continual improvement.
- Adopting an integrated process approach to effectively deliver managed services to meet the business and customer requirements.
- Ensuring that information security decisions and investments are based on risk assessments of all relevant assets considering Integrity, Availability and Confidentiality;
- Minimising the business impact and deals effectively with security incidents;
- Protecting the Company's ongoing ability to meet contracted commitments through appropriate Business Continuity;
- Ensuring that operational services are not disturbed when responding to an incident or disaster that affects our business functions and ability to provide services to our clients;
- When responding to specific disruptors identified in the BCP, to re-establish Normal Activity Level or a sustainable on-going business level in as short a period as possible by taking those actions defined within the BCP;
- Communicating this policy and the results of our activities, to members of the company, person(s) working under the company's control and any other interested parties as appropriate.

This Policy Statement is on the Company website and available to any interested parties. It is communicated to all employees and person(s) working under the control of Strålfors plc and is supported by the Company's Integrated Management System Overview, which provides further details on roles & responsibilities. The Policy is reviewed on an annual basis by Strålfors plc's management team and the IMS Manager and UK Facilities Manager.

Signed:  
2011

A handwritten signature in blue ink, appearing to read "A.J. Pinner", written over a horizontal line.

Managing Director

Date: 12 January 2012