

# POLICY STATEMENT

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## QUALITY & ENVIRONMENTAL POLICY STATEMENT

Sven Christiansen plc designs and manufactures a broad range of functional and reliable office furniture. Sven is a UK owned company with all functions UK based. The Directors of Sven Christiansen plc recognise that the quality of its products and services and limiting its impact on the environment are paramount in achieving total customer satisfaction and shall therefore remain the Company's highest priorities.

To demonstrate the importance of maintaining an effective management system, Sven Christiansen plc will comply with the requirements of the Quality Management System BS EN ISO 9001 and the Environmental Management System BS EN ISO 14001. The company shall also ensure it complies with all appropriate statutory and regulatory requirements which relate to the product and our environmental impacts and commits to comply with other requirements to which the Organisation subscribes.

We have developed and will maintain a system that provides the client with assurance of our ability to reliably supply high quality products and services whilst also maintaining the flexibility that is essential to providing full customer satisfaction.

The Directors commit to a continual improvement and prevention of pollution programme and shall provide the appropriate framework for setting and reviewing the Company's environmental objectives and targets.

All employees are responsible for, and have an influence on, the quality of the product and service we provide and our impact on the environment.

Our goals are:

- To design, manufacture and supply products and services that meet and exceed customers' expectations and needs.
- To clearly establish customer needs in order to provide satisfactory products and services first time every time.
- To resolve any problems which might arise, in a professional, competent and timely manner.
- To ensure full reviews are carried out on all processes and materials that might affect the environment with the intention of eliminating or reducing the impact wherever possible.
- To protect the health and safety of our employees.

On behalf of all the Directors we pledge our fullest support and commitment to ensure this policy is fully understood, implemented and maintained throughout every level within the Company.

A handwritten signature in black ink, appearing to read "W O'Brien", with a long horizontal flourish underneath.

William O'Brien  
Managing Director