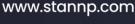# STANNP Quality and ISMS Policy

It is the policy of **Stannp** to maintain a quality and information management system designed to meet the requirements of ISO9001:2015& ISO 27001:2022 in pursuit of its primary objectives, the purpose and the context of the organisation. **Stannp** believes that quality is critical to our business success and we are committed to the principle of continuous improvement throughout all areas of our business. Customer service is an essential part of our quality process and to ensure this is fulfilled, all employees receive training to ensure awareness and understanding of quality and information security and its impact on customer service.

Furthermore, this policy relates to use of, and protection of, the database and computer systems operated by **Stannp**, in pursuit of the company's business of printing and posting direct mail. It also relates, where appropriate, to external risk sources including functions which are outsourced.

It is the policy of **Stannp** to:

- strive to satisfy the requirements of all of our customers, stakeholders and interested parties whenever possible, meeting and exceeding their expectations;
- work with suppliers and customers to establish and maintain the highest quality standards;
- commit to the highest level of impartiality and confidentiality for all our activities and dealings with customers and other interested parties;
- continually review the effectiveness of our service to our customers through our quality and information management systems, designed to meet the requirements of ISO 9001 and 27001, and by the setting and monitoring of measurable quality objectives and KPIs. These processes ensure that the quality and information management systems achieve their intended results. The business management systems are regularly reviewed by the Executive team to ensure it remains appropriate and suitable to our business.
- cultivate a culture of ongoing innovation and improvement for all employees, and to promote the use of the process approach and risk based thinking
- recruit the most suitable people available and develop their skills through training and coaching to enable them to achieve their potential, and provide them with appropriate resources to ensure these quality objectives are met;
- communicate this policy to all employees and to ensure that all staff are made aware of their individual obligations, in respect of this quality and information security policy, in maintaining, auditing and improving quality for our customers;

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Stannp Ltd
Company Reg: 09086822
ICO Data Protection Reference: ZA134992

- establish clear policies, processes, procedures, instructions and best practise for our employees to comply with to ensure quality outcomes for our customers;
- implement an effective and efficient quality and information security management system orientated towards customer delivery, whilst demonstrating compliance and meeting the requirements of relevant national and international standards, legal requirements and codes of practice applicable to our activities;
- commit to continuously improving to protect our data assets while avoiding the reputational, legal and financial harm that would result from a data breach,
- provide a safe working environment for our employees with a focus on hazard reduction, prevention of injury, ill health and pollution.

This quality and information security policy provides a framework for setting, monitoring, reviewing and achieving our objectives, programmes and targets.

The Business Management System is subject to both internal and external annual audits.

Fraser Manning	Sam Heaton	Steve Parish	Kevin Woodward	Hayley Kruglow
Chief Operating Officer	Chief Executive	Chief Technical Officer	Chief Finance Officer	Chief Human Resources Officer

Review Date: 22nd April 2024

Executive Team

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