



LESTERS

QUALITY POLICY STATEMENT.

Management and staff at Lesters are dedicated to the principle of never ending improvements in product quality, reliability & customer service excellence.

Our principal aim is to always supply to our customer's first class quality, reliable packaging solutions with unrivalled levels of customer service that conform exactly to stated, agreed specifications, order requirements and any other underpinning relevant statutory or regulatory requirements.

The establishment of our QUENSH Management System is therefore the foundation to establish a company culture committed to continual improvement and is linked to the company [vision](#)

Our QUENSH Management System is based on the requirements of BS EN ISO 9001, BS EN ISO 14001, BS ISO 45001, FSC® Chain of Custody and BRCGS Packaging Standards and the company is fully committed to fulfilling these and other pertinent agreed requirements. The system has been developed to enable full integration of in-house, product, industry best practice and client specific requirements.

We are dedicated to continuous improvement, we invest in the latest machinery and cutting-edge modern technology to place us at the forefront of our industry and are fully committed to the responsible sourcing of FSC® certified materials, in line with Lesters FSC product group schedule and chain of custody certification.

Our QUENSH Management System provides a risk based approach to thinking, managing opportunities and mitigation of risks, including the elimination of product / service QUENSH defects or other potential QUENSH issues at the earliest stage possible. This in turn improves the overall efficiency of the organisation and supports with the achievement of the established QUENSH objectives and customer satisfaction.

Top management will demonstrate leadership and commitment through the implementation of the QUENSH Management System, including the formulation, monitoring and measurement of QUENSH objectives.

This policy will be communicated to all staff and stakeholders together with interested parties i.e. sub-contractors that may be working on our behalf, and will be available to the public via our web site: <https://esterspackaging.co.uk/certifications>

Top management will review this policy and formulate QUENSH objectives during annual management reviews to ensure its integrity, effectiveness and compatibility with the context and strategic direction of the organisation.

Signed:

**Steve Hutchinson.
Managing Director.**

**Reviewed for effectiveness during management review with no changes
21st November 2025.**