

The GLENMORANGIE COMPANY

Quality Policy

A key aim of The Glenmorangie Company Ltd is to achieve sustained, profitable growth by providing high quality, branded products that achieve increasing levels of customer and consumer satisfaction.

The management of food safety and quality is vital to ensuring a strong relationship with customers and consumers; in order to achieve this everyone who works for The Glenmorangie Company will actively support this Quality Policy.

To ensure that we continue to meet these high standards The Glenmorangie Company Executive Team are committed to:

- The continuing development and implementation of our Quality Management System which meets the requirements of ISO9001: 2008,
- Appraising all of our business activities in order to increase operational excellence in all our dealings with customers, consumers, vendors employees and the community in which we operate,
- Managing and improving the Quality Management Systems systematically in every part of our business, assigning clear management responsibility for compliance and improvement,
- Ensuring that Quality Objectives are established at all levels of the organisation, with the aim of continually improving the product and services we provide so enhancing customer satisfaction,
- Ensuring that senior management review the performance of the Quality Management System in order that progress with existing Quality Objectives can be assessed, and where necessary introduce additional objectives as required,
- Take responsibility for all aspects of our supply chain, working with suppliers to ensure compliance with our Quality Management System and improving our cost effectiveness and efficiency,
- Provide high quality products that meet and exceed, where required, appropriate food (and, if relevant, animal feed) safety, quality management systems and regulatory requirements and good practice,
- Train, develop, support and recognise our employees so that they can take responsibility for the improvement of quality, encouraging a 'right first time' culture,
- Seek to become the preferred supplier to our consumers through sustained improvement of brand quality in all aspects of the business.

The aims and objectives of this Quality Policy will be subject to review at regular intervals by the Company Executive Team, and will be displayed at all applicable sites and locations.



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GLENMORANGIE
ARBEG
JAMES MARTIN'S
THE SCOTCH MALT
WHISKY SOCIETY