



Classification	Title	Policy Owner
IMS2	IMS Policy Statement	Quality Systems Manager

The North British Distillery Company Limited (“NBD”) manufactures, matures and delivers high quality Scotch whisky with key co-products comprising Distillers dark grains, moist grains and grain spent wash syrup. NBD is committed to providing a culture that is safe and inspires all of its employees to perform to their full potential, ensuring the business continues to play a significant role in the world renowned Scotch whisky industry. Our “True North” Continuous Improvement programme drives us to be an exciting performance orientated business where everyone contributes positively. Each one of our employees has a significant part to play in upholding and delivering on our five core values:-

**Safe Working Environment:** We are committed to providing a safe working environment for our people and minimising our impact on the surrounding environment. We manage this by having in place robust policies and safe systems of work, providing quality training and awareness programmes and regularly auditing and reviewing our practices. Equally as important is minimising our impact on the environment and as such we operate a robust Environmental Management System. We conform to compliance obligations as the minimum, fulfil our environmental objectives and strive to prevent pollution by continuously improving our environmental performance.

**Excellence through Quality:** We are committed to ensuring that our business practices, products and co-products are of the highest quality. This commitment is demonstrated by achieving ISO 9001 and FEMAS. Our products are subjected to stringent controls and tested to confirm suitability for sale and compliance with legislative and regulatory requirements. Our Quality Management System not only ensures our ongoing legislative compliance through regular audit and review but also incorporates proactive action planning and continuous improvement to achieve industry best practice and our own bespoke company standards.

**Customer Satisfaction:** We are committed to delivering an excellent customer experience through effective planning and clear communication with our stakeholders and interested parties. The quality service we provide our customer is demonstrated through improvement from reviewing customer feedback, and our ability to adapt to our customers’ changing needs.

**Continuous Improvement:** Through our company’s Continuous Improvement programme “True North” we are “Proud to make tomorrow better than today”. True North involves everyone to change the way we work with authority and accountability sitting where the knowledge lies at all levels. A leadership role focusses on encouraging and supporting more than supervising and deciding.

**Working Together:** We are committed to providing a work environment where our people feel valued and take pride in the work that they do. Our behaviours of Honest, Encouraging, Accountable and Respectful reinforce this commitment within our work environment. We are proud to hold the Investors in People Award which motivates and challenges new ideas and innovation. Through formal and informal processes, we encourage development of our employees in order that everyone is able to reach his or her full potential and work effectively as part of an integrated team.

Alan J S Kilpatrick Managing Director

Revision	Date	Assessment Frequency	Page Number
13	February 2020	12 Months	1 of 1