



The North British Distillery Company Ltd

Established 1885

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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, grain spent wash syrup and liquefied carbon dioxide. 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 integrated management system enables us to achieve our compliance objectives and drive continuous improvement across the business. 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 through continuously improving our environmental performance.

Excellence through Quality: We are committed to ensuring that our products and co-products are of the highest quality and that our business processes support this by achieving FEMAS and FSSC22000. Our commitment to Food Safety leads us to ensure these products are subjected to stringent controls and tested to confirm suitability for sale and compliance with legislative and regulatory requirements. Our Quality Management System ensures our ongoing compliance through regular audit, review and proactive action planning.

Customer Satisfaction: We are committed to delivering an excellent customer experience through effective planning and clear communication with our stakeholder's and interested parties. The quality service we provide our customer is portrayed through continuous improvement from reviewing customer feedback and our ability to adapt to our customers' changing needs.

Continuous Improvement: We strive to continually improve the effectiveness of our business through a range of continuous improvement, industry benchmarking and customer feedback mechanisms, allowing us to set measureable, clear achievable targets and objectives.

Working Together: We are committed to providing a work environment where our people feel valued and take pride in the work that they do. 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 their full potential and work effectively as part of an integrated team

Alan J S Kilpatrick, Managing Director