

Quality, Food Safety and Environmental Policy

Custom Powders provides contract powder and granule processing services to the chemical, food, healthcare and animal health industries. Our company distinguishes itself from its competitors by understanding our customers product and service requirements whilst applying detailed risk assessments for the services we offer. We use our team experiences to enable our equipment to meet our customers' exacting needs and motivate our employees to take care of all our customers' products.

Product safety and quality is the responsibility of everyone in the organisation and it is the role of the board to provide adequate resources. A thorough understanding of the risks associated with our processes ensures that our customers and the end user are protected. The following principles provide the foundation for our management systems:-

- Compliance with and where possible exceeding relevant legislative requirements.
- Apply management systems in line with ISO9001, FSSC22000, ISO14001, Good Manufacturing Practice, more specifically EudraLex Volume 4 of "The rules governing medicinal products in the European Union" and ICH Q10 "Pharmaceutical Quality System" as well as voluntary initiatives associated with our business.
- Where Halal certification is required by our customers the company is committed to complying with and exceeding, where practicable, the requirements published by the Halal authorities.
- Routinely measure, report and challenge our key indicators of performance to ensure all stakeholders expectations are met.
- Set quality, food safety and environmental objectives to support continuous improvement and manage the associated risks more effectively.
- Quality, food safety and environmental strategies are an integral part of the business planning process.
- The management systems cover all aspects of our business, including relations with customers, suppliers and other industry stakeholders.
- Communicate clearly the quality, food safety and environmental requirements to suppliers, contractors and customers by establishing specifications for raw materials, finished products and services provided.
- Protecting the environment and preventing pollution is our absolute aim. Whilst the environmental impact of our operations is low we are committed to continual improvement of the environmental management system to enhance environmental performance.
- Training our employees is essential to ensure involvement in the management systems and to enable them to discharge their defined responsibilities.
- Any employee showing concern over safety, quality or environmental issues is actively encouraged to report these issues to management.
- Careful listening to the feedback from our customers will enable us to deliver products and services of the highest possible standards.

As Managing Director I am committed to the Quality, Food Safety and Environmental Policy which is owned and endorsed by the Custom Powders' Board of Directors. Responsibility for the successful implementation belongs with all employees at all levels in the organisation.



Mark Chadwick
Managing Director.
8th January 2026