



Group Quality Policy

OUR VISION

Flawless, superior products, delighting our customers and delivering on kp's vision: Sustainable Protection of Everyday Needs.

Trusted by our customers to deliver perfect quality on time and in full, through the continuous design and evolution of effective processes and superior innovative and sustainable products.

OUR MISSION

- We will comply with all laws and regulations governing the quality and safety of all of our products globally.
- Our QMS (Quality Management Systems) will be designed to engage with our entire value chain with the full commitment from all KP employees, contractors and suppliers.
- Our QMS, founded on ISO 9001, will drive toward perfect quality through intelligent design and consistent adherence to well-constructed standards and processes with built in feedback from our customers.

OUR QUALITY COMMITMENTS

Customer Partnership

- Through commitment to our customers we will focus on implementing our quality policy, understanding that every employee has a role to play delivering the highest quality products with a competitive edge to our customers.
- Through continuous improvement of the kp QMS we will ensure we deliver superior customer services, manufacturing processes and products that are legally compliant and conform to our customers' requirements in delivering sustainable protection of everyday needs.
- We will build the voice of our customer into our continuous improvement process.

Best In Class Productivity

- We remain committed to using appropriate tools and techniques to develop new quality processes that drive waste out of our system.
- We will respond with speed to any customer concerns with the quality of our products.
- Through continuous improvement of processes and products we will aim to deliver zero defects and zero customer complaints.

Team Work

- In recognising that every person in kp has a role to play in delivering flawless quality to our customers we focus on training and team feedback events ensuring that everyone learns and grows with our continuously improving QMS.



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Revision Date	Document Authorizer	Document Initiator	Revision Details	New Review Date
April 2021	Alan Richards Chief Operations Officer	Philippe Freund Group Director Quality and Operational Risk	New policy developed in line with the business strategy	April 2023