

QUALITY POLICY

The objective of Renatex is to provide a highly responsive fulfilment service for silver oxide, lithium and alkaline batteries and holders, used in watches, consumer products and industrial applications.

In order to achieve this objective, the organisation will maintain an effective and efficient Quality Management System based upon the requirements of ISO 9001:2008.

In particular, we will:

- Provide a single sourcing service for all of our customers' coin cell battery requirements
- Closely monitor our product stock levels to minimise back-orders and maximise product lifetimes
- Monitor and measure the effectiveness of our business processes and objectives through our Management Reviews and Internal Audit Processes
- Monitor customer satisfaction using a variety of means including direct feedback and set objectives for continuous improvement
- Analyse the causes of any complaint or problem and take appropriate action to prevent recurrence
- Select and work closely with suppliers who enable us to create and deliver a reliable service
- Support our employees with appropriate training and systems to ensure their competence always meets the organisation's requirements
- Provide a work environment that promotes the well being of our employees and encourages positive teamwork
- Encourage all employees to identify problems and make suggestions to improve all aspects of our products, services and business processes
- Ensure that all employees are aware of our Quality Policy and are committed to the effective implementation of our Quality Management System
- Ensure that the company complies with all necessary regulatory and legal requirements

The continual improvement of the effectiveness of our Quality Management System is fundamental to the success of our business and must be supported by all employees as an integral part of their daily work.

Signed on behalf of the Board of Directors of Renatex



Position: Finance Director

Date: 04 SEPTEMBER 2012