

QUALITY POLICY

At Gemini Print, we are committed to delivering the highest quality products and services, ensuring complete client satisfaction. We aim to be our clients' preferred supplier and partner, offering a comprehensive range of services including printing, mailing, promotions, design, exhibitions, events, POS, merchandise, and digital integration.

Our management systems and processes meet the requirements of ISO 9001 by:

- Ensuring all staff are aware of Gemini Print policies and responsibilities and are trained and competent.
- Maintaining our plant, facilities, and processes to provide reliable, consistent products that meet specifications.
- Delivering goods on time, in line with agreed client requirements.
- Promptly addressing complaints or feedback, and applying quality control processes, learning, and coaching to improve services.
- Complying with all relevant legal and regulatory requirements.

We regularly monitor, communicate, and review business objectives in line with our policies to minimise risk, identify opportunities, and continuously improve our processes and products for the benefit of our clients.



Steve Cropper

Director

Updated: 12th January 2026

Next Review Date: 12th January 2027