

## Market Place Policy

Horner Brothers Print Group works by a set of principles which mould our policies. We are committed to ensuring that our business is conducted in all respects according to rigorous ethical, professional and legal standards in relationships with both customers and suppliers.

We take a total quality approach to how we do business which involves commitments to:

- Building long term, stable and mutually beneficial relationships
- Fair and transparent business practices which are honest and respect confidentiality
- Sustainable pricing
- Clear communication in relation to terms of trade which are straight forward and transparent
- Identify environmentally preferable products and materials for the supply of business goods and services.
- Deal with any complaints seriously and promptly ensuring that preventative action is carried through
- Focus on value improvements, developing better quality, cost and service.
- Operate to transparent processes
- Work in partnership to share best practice
- Do business with those who aspire to the same values supporting and encouraging them to do so

We commit to reporting annually on our progress towards our goals and targets.



Judith Fox  
Managing Director