

Quality Policy

Lighthouse Caledonia Ltd. seeks to successfully produce, process and sell premium quality farmed salmon, to provide our customers with a top quality product, an efficient service and value for money. The products will be produced in a safe and hygienic environment thus ensuring that the product is of a very high quality and complies with all relevant legislation. To achieve this, all staff throughout the organisation are committed to the fulfilment of our customers needs and expectations. Our priority is the continuous improvement of our Quality System, Product and Service, through setting, meeting and reviewing our objectives in production efficiency, product quality, and customer satisfaction. The senior management at Lighthouse Caledonia Ltd. are well aware that their commitment to the implementation of this policy is crucial to the success of our Quality System and our business, and work to realise this commitment by the following means:

- To conduct regular and effective communication with our customers to clearly determine their requirements for our farmed salmon with respect to food safety, flesh quality, organoleptic characteristics, welfare and veterinary care, environmental awareness, provision of relevant information, order completion, packaging and labelling, dealing with any complaints, and adherence to legislative requirements
- To communicate our customers' requirements and expectations, and the means by which they are to be achieved, to all levels in the company through effective training programmes, the establishment of clear channels of communication and reporting, and regular meetings to review progress
- To establish and maintain a safe working environment which encourages all employees to seek continuous improvement in the quality and productivity of all business
- To effectively monitor and maintain clear records of all those activities relevant to the fulfilment of our customers' requirements, and the successful operation of our Quality System, with regular analysis of recorded data to enable both productive review of performance and the means to implement improvement
- To regularly review the objectives of the Quality System with regard to planning and achieving measurable improvement
- To ensure that the Quality Policy is understood, implemented and maintained at all levels in the company, and to carry out a regular review of the policy with respect to its continuing suitability and relevance to the company's business, objectives and customer requirements