

QUALITY POLICY

Effective Date: Jan 01, 2026

Policy: Business Quality Management System



Star Plastics, a leading custom compounding and tolling manufacturer using primarily recycled polymers, is committed to delivering safe, compliant, and sustainable products and services that consistently meet or exceed customer and stakeholder expectations. We fulfill this commitment through our ISO 9001:2015 Quality Management System (QMS), alignment with company objectives, and a culture of accountability, continuous improvement, employee development, and environmental stewardship.

Safety (not a part of our QMS)

- Provide a safe, healthy, and inclusive workplace by identifying, assessing, and mitigating risks; learn from auditing, VOE, incidents and near-misses to prevent recurrence.
- Maintain suitable infrastructure and work environments to support safe, compliant, and effective operations.

Customer

- Meet all agreed customer, statutory, and regulatory requirements and enhance satisfaction through defined objectives such as complaint-free shipments and on-time delivery.
- Capture, investigate, and resolve customer complaints and nonconformities; use corrective action to prevent recurrence and drive improvement.

Quality

- Operate an ISO 9001:2015 QMS with documented processes, controls, and acceptance criteria to ensure right-first-time quality and reliable delivery.
- Use risk-based thinking, audits, KPIs, and management review to evaluate performance and ensure product and service conformity.
- Maintain certifications and verification programs supporting product conformity and material claims where applicable.

Environmental

- Minimize environmental impact through pollution prevention, waste reduction, responsible resource use, and verified recycled/renewable materials.
- Comply with applicable environmental regulations and support sustainability goals consistent with company commitments.

Employee

- Ensure competence through structured job training, ongoing refreshers, and QHSE awareness; authorize employees for tasks consistent with their training.
- Clearly define roles, responsibilities, and authorities; engage employees in feedback, problem solving, continuous improvement, and work practices.

Continuous Improvement

- Analyze performance data, audit findings, and management review outputs to identify risks, opportunities, and areas for improvement.
- Foster a culture of innovation and learning; encourage all employees to participate in improvement activities and contribute ideas.
- Use corrective action, preventive measures, and systematic problem solving to enhance QMS effectiveness, operational performance, and customer satisfaction.

This policy is reviewed at least annually to ensure continuing suitability, alignment with STAR Plastics' strategic direction and objectives, and effectiveness in driving measurable performance improvement; it is communicated, understood, and applied at all facilities.

April 10, 2026
Date

Daniel J. McMillen
Name and Title