

# QUALITY POLICY

November 2021

## Our Aim

We aspire to excellence in the quality of the products and services that we provide to our customers with the aim of achieving total customer satisfaction.

## Our Commitment

We are committed to:

- Ensuring customer needs and expectations are fulfilled at all times.
- Continually improving our processes to ensure we always provide quality services to our customers.
- Ensuring regulatory compliance at all times.
- Implementing and continually improving an effective Business Management System based on the Plan-Do-Check-Act approach.
- Utilising best practice quality management models such as ISO 9001:2015
- Conducting business in an ethical manner.

## Our Actions

To meet our quality commitments, we will:

- Engage with our customers to thoroughly determine and understand their needs and expectations and seek feedback on their levels of satisfaction.
- Establish and monitor customer focused quality objectives and set improvement targets.
- Encourage a quality culture by involving all staff in the system including through the communication of this policy and our quality objectives.
- Determine our regulatory obligations and monitor compliance.
- Develop and implement our HSEQ system cognizant of our customers, shareholders and regulators requirements.
- Only use suppliers and subcontractors whom we have determined can meet our needs, and effectively flow down our quality requirements to them.
- Review and continually improve our quality management system through the use of our audit, corrective action, customer feedback and management review processes.
- Continually improving our products and services on offer to our customers.



**Rick Woods**

Group Chief Executive Officer  
Green Eco Technologies