

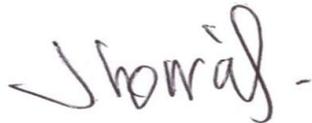
Quality Policy

Flexcrete Technologies Ltd operates an integrated management system governing all aspects of our business operations in compliance with our ISO 9001, ISO 14001 and ISO 45001 accreditations. Senior management is committed to continuous improvement by consulting with all employees and other relevant stakeholders to review, establish and implement our objectives to drive improvement forward. We will:

- Bring this Policy Statement to the attention of all stakeholders
- Set and regularly monitor SMART targets in relation to quality performance
- Ensure all products are of the highest standards of quality to satisfy all applicable requirements
- Carry out regular audits of our quality management systems
- Achieve RFT (Right First Time) performance targets in manufacturing operations
- Train and regularly assess staff performance to demonstrate the required standards are met
- Encourage pride and ownership, fostering a culture of diligence throughout our processes
- Constantly seek improvement of the management system as a driver for quality
- Meet production and other targets without compromise to achievement of the highest levels of quality
- Monitor the performance of our supply chain partners to ensure our stringent requirements are met
- Maintain an open and constructive dialogue on quality issues with our employees, contractors, suppliers, customers and regulatory authorities
- Instil confidence in our customers by demonstrating the highest quality in products and services
- Promote the use of a process approach and risk-based thinking.
- Promote our sustainability credentials as a fundamental part of our commitment to quality
- Develop mutually beneficial relationships with interdependent business partners to improve quality in products, service and general efficiency
- Improve service standards through regular review of third party supplier performance
- Improve customer satisfaction through regular review of the QMS to reduce non-conformances in products and services
- Provide continuous professional development opportunities for all employees and encourage personal development

This document should be read in conjunction with our Policies in relation to Health Safety & Environment, Sustainability and Ethical Procurement. The Policy will be reviewed at least annually and revised to reflect changes to the business activities and any changes to legislation. All departments, managers and employees have duties and responsibilities relating to continual improvement. Any changes to the Policy will be brought to the attention of all stakeholders.

Signed:



Date: April 2021

Position: **Site Manager (Responsible Person)**

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