

## Organisational Excellence Policy

We achieve organisational excellence by:

- Taking responsibility and accountability for the quality, timeliness and cost effectiveness of our work.
- Adhering to company processes in support of our business objectives.
- Continual learning from our activities.
- Resolving issues promptly and in a manner that will prevent reoccurrence.
- Maintaining a Management System (MS) that integrates all our business processes and compliance requirements under one, auditable framework.
- Retaining certification to ISO9001 Quality Management System.

We Will:

- Continue our risk based and customer focused approach to our activities.
- Proactively close out of non-conformances and areas of concern.
- Invite and evaluate feedback from our clients and employees, and use the feedback to improve the effectiveness of our MS and its performance.
- Increase quality awareness through training and education to familiarise ourselves with MS requirements.
- Communicate any MS changes to our employees in a timely manner.
- Drive continual improvement and strive to get it right the first time, while seeking opportunities to be even better.

This policy is endorsed by the Board and Management Team.

**Harry Xydas**

Chairman

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