

## Quality policy statement

Our ambition is to provide systems and services with high and consistent quality to ensure that we satisfy our customer's needs and to give clear direction for colleagues. To achieve this we require co-ordinated and well-planned work processes throughout the Company, to assist with these aims we have Quality Procedure documents which are available on the Company intranet.

It is our policy to develop and market systems and services in accordance with contractual demands, in collaboration with our customers and colleagues, of such quality that they gain the full satisfaction of our customers. High and consistent quality is a major factor influencing our customers purchasing decisions therefore this policy applies to all systems and services provided by Polygon.

The implementation of this policy requires all business units within the Polygon group to be managed according to the following principles:

- All colleagues to be made aware of the importance of quality through communication and continuous training.
- The organisation and the distribution of responsibilities and authorities related to activities that affect quality are documented.
- Customer focus, leadership, engagement of colleagues, continuous improvement, evidence based decision making, relationship management and an interrelated process approach being the quality management principles that underpin ISO 9001:2015 shall be the basis for all activities.
- The research and development of systems and services shall originate from customer needs and from suggestions made by colleagues.
- Routines, processes and methods that secure requested quality shall be documented and used.
- Only suppliers with the ability to fulfil our specified quality requirements shall be used.
- Marketing and sales activities will only create customer expectations that can be fulfilled.
- The progress of work shall be continuously followed up by information, feedback and quality audits.
- Annual improvement objectives will be set for all quality-related work or processes.
- We will foster a culture of continuous improvement
- Closely monitor customer satisfactions and actively look for learning and improvement opportunities
- Effectively manage complaints and conduct formal root cause analysis on each such that we will learn from our mistakes

The Senior Management Team recognises the value of the seven quality management principles, on which ISO 9001:2015 is based, in helping the organisation achieve the quality objectives. Our quality management system has been revised in-line with the standard in order to promote the concept of continual improvement and a focus on customer's needs and expectations.

To this end managers will create and maintain an environment in which all colleagues can be involved in achieving the company objectives. A system approach to management will be used allowing the identification of interrelated processes as a system and focus on the efficient use of resources in process activities resulting in effective use of people, equipment, methods and materials. Where it is possible management decisions and actions will be based on factual data and information.

The relationship with suppliers can lead to mutual benefits enhancing the ability of both organisations. Key suppliers are identified and where suitable strategic alliances or partnerships are developed.

The identification and satisfaction of customer needs working collaboratively forms a basic requirement of the business and this policy. These needs and expectations will be converted into specific requirements for each customer which will then be communicated via training sessions for all staff, with procedures put in place to enable customer satisfaction to be provided.

The quality policy and objectives will be reviewed by the senior management team on a regular basis during management review meetings the results of which will be communicated to staff during regular staff meetings.

The understanding and satisfying of current and future customer and end user needs and expectations are important in achieving customer satisfaction.

The Business Development Managers will convert these needs and expectations into specific requirements that can be communicated throughout the organisation.

The key service characteristics for both customers and end users will be determined and regularly reviewed ensuring that changing requirements are met.

**Signed:**  
**Peter Brumby**  
**Country President**

**Date:**