

QUALITY POLICY

The Saunders International Limited ("Saunders") management systems and processes support our commitment to achieve continuous improvement in all our activities whether they be internal or externally delivered.

Our systems and processes are based upon the principles of Leadership, Customer Focus, People Engagement, Process Approach, Improvement, and Stakeholder Involvement.

We manage and continually challenge our Quality System by maintaining certification to ISO 9001:2016 and by remaining aware of the evolving needs of our customers and industry.

This Quality Policy is communicated to all our employees through the induction and management systems and applies to all activities undertaken by Saunders.

Our company objectives for quality are guided by the following principles and activities:

- Consult and communicate with our people, customers, and other stakeholders to establish effective objectives, plans and systems for managing our activities
- Enhanced customer satisfaction by ensuring our practices, processes and actions satisfy agreed contractual and commercial requirements
- Encourage employee participation in identifying opportunities for improvement throughout the business
- Provide systems and processes that enable the provision of technically innovative, defect free products and timely services
- Systematically monitor and record progress and performance against established targets and contractual requirements to achieve a reduction of nonconforming work or services
- Promptly attend to non-conformances and implement improvement processes to both correct and prevent future occurrences

This Policy is communicated to all employees and subcontractors through the induction process, and by placement of this policy in workplaces, and applies to all activities undertaken by Saunders.

This policy will be subject to biennial review to ensure it remains relevant, adequate and effective.



MARK BENSON
Managing Director & Chief Executive Officer