# 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.

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

- **Stakeholder Engagement:** We actively consult and communicate with our employees, customers, and other stakeholders to establish effective objectives, plans, and systems for managing our activities.
- **Customer Satisfaction:** We strive to enhance customer satisfaction by ensuring our practices, processes, and actions meet agreed contractual and commercial requirements.
- **Risk Management:** We identify risks and opportunities and integrate risk management into our business processes
- **Employee Participation:** We encourage employee participation in identifying opportunities for improvement throughout the business.
- **Innovation and Excellence:** We provide systems and processes that enable the delivery of technically innovative, defect-free products and timely services.
- **Performance Monitoring**: We systematically monitor and record progress and performance against established targets and contractual requirements to achieve a reduction in nonconforming work or services.
- **Continuous Improvement:** We promptly address 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 in workplaces. It applies to all activities undertaken by Saunders.

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

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**MARK BENSON**
***Managing Director & Chief Executive Officer***