

## Quality Policy - Broxap Ltd

### Our Vision & Principles

- Quality is core to everything we do, every day;
- Deliver on our promises and commitments in a manner which is right first time, every time;
- All Broxap employees and contractors are required, engaged, equipped and empowered to deliver Quality Excellence;
- Quality is everyone's responsibility. 100% adherence to this policy and our procedures is expected;
- Providing products and services that delight our customers and fulfil their requirements;
- Our processes and systems are continuously developed to improve quality & efficiency;
- Improvements are carried throughout the business by learning from our mistakes.

### Our Commitments

- Maintain our compliance with all statutory, legislative, contractual and other requirements;
- Provide an effective business management system that satisfies the requirements of ISO 9001:2015;
- Set clear quality objectives and monitor progress towards their completion;
- Plan for business interruption events and ensure adequate arrangements for business continuity should interruption occur;
- Provide an internal environment in which our employees can become fully involved in achieving our quality objectives;
- Give our employees the right information, training, instruction and supervision to ensure they are competent and able to carry out their work;
- Continuously improve the overall effectiveness of our business management system;
- Ensure that where we outsource activities to suppliers and sub - contractors that they are competent to provide the service for which they are engaged;
- Provide sufficient resources to implement this policy in full;
- Communicate this policy to all employees;
- Make this policy available to relevant interested parties via our company website;
- Review this policy every year, or when there are significant changes to the business.

### In 2024 We Will

- Pursue 100 % use of Broxap Practical Completion Handover document;
- Reduce internal errors, overdue and RMAs (as part of our "Target Zero" initiative);
- Raise % on - time delivery.

**The Board of Directors, and Senior Management team are fully committed to the implementation of this policy**



**Darren Mould**  
QHSE Manager

Issue: 17    Date: 13/02/2024