

Quality Policy

1. Purpose

The Monoworld Group is committed to delivering products and services that consistently meet or exceed customer expectations, applicable legal requirements, and industry standards.

Through the way we work, communicate, and behave, we seek to engage our employees, subcontractors, suppliers, and other relevant stakeholders in actively managing and continually improving our business processes. Our aim is to enhance customer satisfaction, improve operational performance, and maintain the highest standards of quality throughout our organisation.

2. Scope

This policy applies to all Monoworld Group businesses, employees, subcontractors, and operational activities undertaken on behalf of the Group.

The principles contained within this policy apply to all products, services, processes, and business functions across the organisation.

3. Commitment

The Board of Directors is committed to providing leadership and resources to maintain an effective Quality Management System (QMS) and to promote a culture of continual improvement throughout the organisation.

We are committed to:

- Delivering products and services that meet or exceed customer expectations.
- Understanding and responding to customer needs and feedback.
- Maintaining compliance with applicable legal, regulatory, and contractual requirements.
- Developing the competence, awareness, and engagement of our employees through training and development.
- Promoting best practice and operational excellence throughout the business.
- Driving continual improvement in quality, efficiency, and customer satisfaction.
- Providing the resources necessary to achieve quality objectives and business goals.

Through the commitment of our employees, subcontractors, and business partners, we strive to provide reliable, high-quality products and services, delivered safely, efficiently, and on time.

Our commitment to quality is demonstrated through the implementation and continual improvement of our Quality Management System and our certification to ISO 9001.

4. Quality Management System

The Monoworld Group will establish, implement, maintain, and continually improve a Quality Management System that meets the requirements of ISO 9001 and supports the achievement of our strategic objectives.

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To achieve this, we will:

- Define and communicate quality responsibilities and accountabilities throughout the organisation.
- Ensure adequate resources are available to support the effective implementation of the Quality Management System.
- Promote awareness of this policy and individual responsibilities among employees and relevant stakeholders.
- Monitor and measure performance against established quality objectives and key performance indicators.
- Identify risks and opportunities that may affect the achievement of intended outcomes.
- Encourage employee involvement and engagement in quality improvement initiatives.
- Manage non-conformities effectively through investigation, root cause analysis, corrective actions, and verification of effectiveness.
- Use data, customer feedback, audits, inspections, and performance reviews to drive continual improvement.
- Ensure documented information is maintained and controlled appropriately.

5. Customer Focus

Customer satisfaction is fundamental to our success.

We will:

- Listen to and understand customer requirements.
- Monitor customer feedback and satisfaction levels.
- Respond promptly to customer concerns and complaints.
- Seek opportunities to improve the customer experience.
- Develop products, services, and processes that add value for our customers.

6. Objectives and Continuous Improvement

The Monoworld Group will establish measurable quality objectives at relevant functions and levels within the organisation.

These objectives will be monitored, reviewed, and updated as necessary to support continual improvement and alignment with the Group's strategic direction.

Performance data will be analysed to identify trends, opportunities, and areas for improvement, ensuring that quality remains an integral part of business decision-making.

7. Roles and Responsibilities

Senior management is responsible for providing leadership and ensuring the effectiveness of the Quality Management System.

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Managers and supervisors are responsible for implementing quality processes within their areas of responsibility and ensuring employees understand their quality obligations.

All employees are responsible for:

- Following established procedures and work instructions.
- Maintaining the quality standards expected of their role.
- Reporting quality concerns, defects, or non-conformities.
- Contributing to continual improvement initiatives.

8. Review and Communication

This policy will be communicated to all employees and made available to relevant interested parties upon request.

The policy will be reviewed at least annually, or sooner where significant organisational, operational, or legislative changes occur, to ensure its continuing suitability, adequacy, and effectiveness.

APPROVAL

Signed on behalf of the Board and Stakeholders by the Compliance Director

Tim Croxford



Date: 10 06 2026