

## QUALITY POLICY

KUE Group of Companies, incorporating KUE Engineering Limited and Lithgow Saekaphen Limited provides industry with steel surface preparation together with the application of high performance linings and coatings.

It is the objective of KUE Group Ltd to satisfy the quality and delivery requirements of our customers at competitive prices. We will measure our performance in meeting customers' requirements and work with them to continually improve the service that we provide.

In order to achieve this objective, the company will maintain an effective and efficient Quality Management System based upon the requirements of ISO 9001:2015.

In particular, the management will:

- Monitor and measure the effectiveness of our business processes and quality objectives through our Management Reviews and Internal Audit Processes
- Implement customer requirements, customer specifications, industry standards and legal requirements
- Monitor customer satisfaction and set objectives for continuous improvement
- Analyse the causes of any complaint and take appropriate action to prevent recurrence
- Ensure the availability and competence of the support resources for the core processes
- Ensure that the company provides its services to all clients equally, without discrimination on the basis of colour, race, nationality, ethnic or national origin
- Provide the necessary work environment to ensure the well being of our employees and visitors
- Encourage employees to identify problems and make suggestions for consideration by senior management to take appropriate action and improve aspects of our working practices
- Ensure that all employees are aware of our Quality Policy and committed to the effective implementation of our Quality Management System
- Ensure that the company complies with all necessary regulatory and legal requirements

The achievement of our quality objectives and continuous improvement is fundamental to all activities carried out within our company and must be practised by all employees as an integral part of their daily work.

Signed on behalf of the Board of Management:



Position: Managing Director

Date: 1<sup>st</sup> November 2023