



REFEX GROUP QUALITY POLICY

Refex Group* is committed to ensuring the highest quality standard of our products and services and the upmost customer satisfaction. We thrive to provide quality services & products ensuring customer satisfaction & retention and without compromising compliance to environmental, social, health & safety and human rights aspects. We will achieve this by;

- Implementing and maintaining QMS conforming to ISO 9001: 2015 standard covering Refex Group businesses and operations.
- Complying with relevant quality standards & guidelines, laws and regulations as well as internal requirements.
- Providing customers with high-quality products and services which meet and exceed quality requirements and are fit for their purpose.
- Enhancing the skills of management and staff through review and actively pursuing an ongoing training policy, the objective of which is to prepare staff to perform their work more effectively.
- Promoting the culture of continual quality improvements and the philosophy of getting things "right the first time".
- Rigorously controlling the supply, installation, production, operations, and completion through proper method statements for Refex products and services.
- Promoting the quality management systems and ensuring implementation is achieved by internal auditing, management review and corrective action with a risk-based approach.
- Encouraging participation and promotion of quality responsibilities amongst all employees and third parties through standards, education, training and coaching, supervision and effective communication.

Date: 31 Oct 2022

A handwritten signature in blue ink, appearing to read "A.J.", positioned above the printed name of the Managing Director.

**Managing Director
(Anil Jain)**