



## QUALITY POLICY

OVATO is committed to delivering a high standard of service to all customers at all times. We believe that it is critical to our business and integral to all our working practices. The key elements of our approach to Quality are based on the following Quality Principles:

### CUSTOMER FOCUS

OVATO will consistently provide the best quality of service and product for our customers and achieve excellence through a process of continuous improvement. Our aim is to always meet or exceed our customers' expectations.

### LEADERSHIP

The Senior Management Team are committed to maintaining compliance with all statutory, regulatory, legislative and contractual requirements. We will provide an internal environment in which our people can become fully involved in achieving the organisation's quality objectives.

### ENGAGEMENT OF PEOPLE

Our people are seen as our most important resource. The quality management system and associated processes are developed with members of staff with the aim of supporting the setting and achieving of quality objectives and ensuring that the company's overall strategic objectives are attainable. We encourage the staff's full involvement in order to develop their abilities for the benefit of the individual and the company.

### PROCESS APPROACH

We will manage our activities and resources as a series of planned processes to produce the right product, at the right time with minimum wastage, while seeking to maximise efficiency. Our individual processes will be structured into a documented Quality Management System which meets the requirements for ISO 9001:2015.

### IMPROVEMENT

We are committed to the continuous improvement of the services that we provide and to the effectiveness of our Quality Management System. We will set clear quality objectives and monitor our progress towards their successful achievement. We will conduct audits and record complaints and non-conformances with the aim of making improvements where needed to ensure the consistent provision of customer satisfaction.

### EVIDENCE BASED DECISION MAKING

We will measure our performance in key activities using data provided that has been collected to make informed and effective decisions on how to improve our processes.

### RELATIONSHIP MANAGEMENT

As an organisation and its clients, suppliers and collaborative business partners are interdependent. We will seek to develop mutually beneficial relationships to improve Quality leading to greater reliability, enhanced services and increased efficiency.

### CERTIFICATION

Our QMS is externally audited and has been certified as meeting the requirements of ISO 9001:2015.

Kevin Slaven

CHIEF EXECUTIVE OFFICER, OVATO LIMITED

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