

## PURPOSE & SCOPE

**Matelec is committed to meeting and exceeding the highest quality and performance industry standards across its range of products and services.**

This policy is an integral part of Matelec's commitment to quality and is embedded in all strategies, processes, and projects.

## PRINCIPLES

**Matelec commits to prioritizing quality issues in the planning and execution of all work activities.**

Its quality policy is based on the following principles:

**1. Compliance with applicable quality laws and regulations:**

We will comply with all applicable quality-related laws and regulations, including national voluntary commitments.

**2. High quality products:** Ensure that all products are manufactured to meet or exceed applicable quality standards, specifications, and customer requirements.

**3. Continual Improvement:** We will continually review the efficiency and effectiveness of our quality management systems and strive to improve our performance over time.

We will establish appropriate quality objectives and performance indicators to guide these efforts and measure our progress.

**4. Employee Training and Awareness:** We will provide training and education to our employees to raise awareness about quality issues and encourage a responsible culture both on and off the job.

**5. Communication and Collaboration:** We will communicate transparently and engage with stakeholders, including customers, suppliers, and the community, to foster collaboration in promoting quality products.

## OBJECTIVES

Matelec's quality principles are operationalized through the following objectives:

- 1.** Implementing an internationally recognized quality management system: We will maintain ISO 9001 certification and procedures across all our operations annually.
- 2.** Complying with all applicable legislation, regulations, and international industry standards related to product quality.
- 3.** Implementing a quality control system that includes regular inspections, testing, and audits of products and processes to ensure that they meet quality standards and identify opportunities for improvement.
- 4.** Training all employees on quality principles and ensure that they are aware of the importance of producing high-quality products.
- 5.** Establishing a system for identifying and addressing quality issues, including a process for investigating customer complaints and implementing corrective actions to prevent reoccurrence.
- 6.** Continuously improving product quality through ongoing process improvement initiatives and feedback from customers and employees.
- 7.** Implementing a system for tracking and reporting quality metrics to management, including customer satisfaction rates, defect rates, and other key performance indicators.