



The purpose of this Policy is to outline the Quality principles that IMDEX has committed to as a company.

IMDEX pursues quality in every aspect to support its Strategy, Mission, and Core Values.

To provide best-in-class customer experience and in the pursuit of operational excellence, Imdex is committed to:

- Define quality performance from our customers' perspective
- Design quality into our products, services, and business processes
- Establish and achieve quality business objectives that continually improve the company – people, processes, products, technology, and stakeholder value
- Recognise that customer feedback, non-conformances, and ideas for improvement help drive our quality objectives
- Respond to non-conformances promptly and thoroughly to reduce risk to customers and prevent recurrence
- Promote LEAN methods and build a culture of continuous improvement
- Be innovative and learn from both successes and failures
- Achieve and maintain ISO 9001 certification for all operational facilities through continuous improvement of our Quality Management System.

The CEO of IMDEX Limited is accountable to the Board of Directors for ensuring this Policy is implemented throughout the organisation.

IMDEX executive and regional management is responsible for meeting these commitments through documented quality objectives and regular management reviews.

Paul House
CEO