



Quality Policy Statement

Rotech Laboratories Ltd and Phoenix Materials Testing Ltd. management is committed to impartial good professional practice and quality of its service. The company views these as a primary responsibility and to be the key to good business in adopting appropriate quality standards.

We continually review the effectiveness of our service to our customers through our independently approved Quality Management System that meets the requirements of ISO 17025 and NADCAP AC7004 and customers by the setting and monitoring of quality objectives and KPIs. These processes ensure that the Quality Management System achieves its intended results.

The Quality Policy calls for continual improvement of the quality system through management review of the suitability and effectiveness of the policies and procedures, and monitoring competence of personnel, risks and opportunities, risks to impartiality, customer satisfaction in its quality management activities. The business will be conducted according to the following principles:

- It is the policy of the company to achieve and maintain a high standard of quality of work carried out during testing carried out in the laboratory and of calibration carried out at customers' sites or premises.
- To manage risk and opportunities and to adopt a forward-looking view on future business decisions, which may have quality impacts.
- To train our personnel in the needs and responsibilities of quality management and to provide them with the necessary resources and competence to undertake their work.
- It is the responsibility of all personnel to familiarize themselves with the content of the Quality Management System manual, and to comply always with the policies and procedures laid down in the Quality Management System manual.
- The company undertakes to provide its customers, always, with confidential and impartial service that for all testing and calibration for which UKAS and NADCAP Accreditation is held.

A handwritten signature in blue ink, appearing to be "J Cross".

General Manager: J Cross Date: Nov 2019