

OEG Group are committed to maintaining a quality management system which delivers excellence to our customers and is appropriate for our business. This is essential as our reputation and capability to grow the business depends on our ability to provide products and services that are consistent, reliable and of a high quality.

To achieve this each Region shall:

- > Set, manage and measure appropriate quality objectives.
- > Meet all applicable quality requirements.
- > Actively seek opportunities for continual improvement of its quality management system and performance.
- > Engage with customers and other interested parties to verify their needs and expectations and to address quality related issues
- > Ensure that the integrity of the quality of the management system is maintained when changes to the system are planned and implemented.
- > Report on agreed quality key performance indicators.

Each Regional Manager has overall responsibility for the implementation and effectiveness of the region's policies, procedures, processes that make up its Quality Management System. They are also responsible for the region's quality performance, for the promotion of Customer Focus throughout the region, and ensuring that processes are delivering their intended outcomes.

Departmental and Line Managers have the day-to-day responsibility for the quality performance of activities under their control, and the setting of departmental quality objectives. They shall ensure employees are provided with the necessary training and understanding to undertake their duties.

All employees are required to undertake their duties in a way that supports the quality management system and our objective of customer satisfaction.

Our aim is to promote a quality culture that brings value to our business, its customers and other interested parties ensuring quality issues and opportunities for improvement are identified.

Where non-conformances are identified these shall be investigated openly with the focus being learning from these to prevent recurrence and the sharing of these lessons across the organisation.

I remind all employees that they have a critical role to play in the delivery of quality excellence and that we all are accountable for our quality performance.

Signed:



Print: John Heiton

Position: CEO OEG Group

Date: 22/09/22