

Quality Policy

Base Quadrant is committed to providing exceptional, cost-effective services that meet or exceed customer expectations and comply with all applicable requirements in accordance with the ISO 9001:2015 Quality Management System Standard.

Senior Management demonstrates leadership and commitment to this policy by:

- Ensuring compliance with ISO 9001:2015 requirements and applicable legal, regulatory, and contractual obligations.
- Preventing nonconforming outputs by removing faulty or damaged products from distribution.
- Investigating complaints promptly and taking effective corrective actions.
- Continually improving the effectiveness of the Integrated Management System (IMS).
- Establishing, monitoring, and reviewing quality objectives and targets to ensure they are measurable, achievable, and aligned with our business strategy.
- Providing appropriate training, awareness, and resources to employees, contractors, and stakeholders to ensure competence in fulfilling IMS requirements.
- Recording, monitoring, and investigating all nonconformances to prevent recurrence.
- Promoting a culture of customer focus, accountability, and continual improvement at all levels of the organisation.
- Ensuring that any customer property, including physical items, data, and intellectual property (IP) entrusted to Base Quadrant, is appropriately identified, controlled, and protected against loss, damage, or misuse.
- Maintaining control over monitoring and measuring equipment, ensuring calibration or verification is performed as required to confirm accuracy, reliability, and fitness for purpose.

This policy applies to all Base Quadrant employees, subcontractors, and visitors, who are expected to comply with and support its objectives.

The Quality Policy is reviewed annually, communicated throughout the organisation, and made available to relevant interested parties.

A handwritten signature in black ink, appearing to read 'Laif Jones', is positioned above the printed name.

Laif Jones
Director

Date: 23rd September 2025