

## 5.2 Policy

### 5.2.1 Establishing the quality policy

The Directors of Twinfix have established and will review the following quality policy:

Twinfix as a company are committed to quality and have operated an internal Quality Management System for several years. The system which has been implemented aims to achieve and maintain a level of quality which consistently satisfies customers' needs and meet the objectives set by the Management Team.

Achievement of this policy involves the adherence to internal operating instructions and documented processes. All staff are committed to the Twinfix quality system and are individually responsible for the quality of their work. A number of monitoring processes are also in place to provide suitable cross checks.

Twinfix suppliers are considered and selected based on their internal quality management. Relationships are in place with all key suppliers to work on any issues raised.

A non conformance and customer complaint system is operated to identify any errors which may occur. A Microsoft teams system is used to log issues, document corrective actions, action investigations into root causes and implement any preventative actions.

This system allows Twinfix to comply with requirements and continually improve the effectiveness of its internal processes and monitor the quality of internal departments and all external suppliers.

The Quality System and associated objectives are under regular review. All employees of Twinfix are invited to offer any suggestions that they may have regarding possible improvements in working practice.

To achieve, maintain and continually improve the required level of quality assurance the board of directors retains the ultimate responsibility for the Quality System with routine operation being controlled by the Quality Control Representative.

Signed: Twinfix Limited Board of Directors