

GENERAL

Section 0.1

Section Rev.: Five

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Quality Policy

Bartlett Engineering is committed to providing continuous improvement and excellent customer service. The company's quality policy provides the direction and framework for establishing key performance measures, as well as related objectives and targets. Top management ensures that the policies are established and documented and available to all interested parties. The policy is reviewed annually, as part of the management review and the quality policy is communicated to all employees throughout the organisation.

OUR EMPLOYEES

Bartlett Engineering is committed to equality in employment opportunity and rewards, embracing cultural diversity. The company operates a philosophy based on openness in communication, integrity in serving our customers, fairness and concern for our employees and responsibility to the communities within which we operate. The company is committed to:

- *Creating and nurturing an environment of success based on honesty and integrity;*
- *Empowerment through training and communication;*
- *Individual growth and equal opportunity;*
- *Providing a safe and secure work environment.*

OUR CUSTOMERS

Customer needs are paramount and represent the highest priority within our business. Our obligation is to proactively seek out and define customer needs while addressing all requests expeditiously without creating false expectations. Our vision is to exceed customer expectations for quality, safety, sustainability, cost, delivery and value.

OUR COMMUNITY

Bartlett Engineering is committed to supporting the communities within which it operates. We believe in the practice of social responsibility and encourage similar behavior in our employees and suppliers. We support the conservation of the physical environment and the prevention of pollution at our facility. We proactively comply with all applicable safety, environmental, legal and regulatory requirements.

OUR QUALITY

Beginning with a clear definition of customers' expectations, we strive to consistently meet or exceed them. We adhere to all applicable standards and customer specific requirements and endeavor to provide processes that ensure we achieve this in order to build a robust and superior business. The company ensures that the quality system complies with the international standard ISO 9001:2015. We believe in our slogan

'Technology of the Future Combined with Craftsmanship of the Past'

Approved by



Date

28-5-21