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|----------------------------------------------------------------------------------|----------------------------|---------------------------|-----------|
|  | <h1>Quality Assurance</h1> | Number: QA-001            |           |
|                                                                                  |                            | Issue No:                 | 2         |
|                                                                                  |                            | Date:                     | June 2026 |
|                                                                                  |                            | Status:                   | Released  |
| <h2>Quality Policy</h2>                                                          |                            |                           |           |
| Prepared By: Rebecca Moore                                                       |                            | Approved By: Rachel Beech |           |

### Revision Record

| Issue: | Date:        | Description of change: |
|--------|--------------|------------------------|
| 1      | January 2025 | First Release          |
| 2      | June 2026    | Approver changed       |

At Mauer Solutions UK Ltd Quality is about doing what we say we will do and delivering on our commitments. Our approach to quality is captured in our Right First Time, every time approach. This is fundamental to the success and sustainability of our business.

We are focused on creating a culture that means we are trusted to always do what we say we will do, where everyone takes responsibility for quality, where we empower our people to become experts in their roles and where we embed lessons learnt and best practice to drive continual improvements. We achieve this through:

### Customer Focus

Quality is a measure of our performance as experienced by our customers. Success in the market depends on our ability to always provide our customers with products and services that meet both their expectations and the requirements of interested parties.

To succeed, we must perform better than our competitors with alternative solutions. This requires that we continuously listen to our customers to understand their needs and promptly implement innovative, sustainable and operational improvements to meet them.

### Commitment and participation

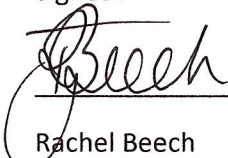
All our people are customer focussed and committed to quality excellence. This is a personal responsibility and a mind-set which is required to achieve customer satisfaction. Our leaders shall always act as ambassadors for a customer focussed culture. Everyone is expected to actively contribute to the achievement of quality. To continuously manage this, we all need to be open to change, have a holistic view of our operations and apply a long-term perspective.

### Process approach and continuous improvement

Quality shall be achieved by working to continuously improve our processes. Everyone shall understand how they contribute to customer satisfaction and quality improvement.

Results will be monitored against set objectives and improved upon to ensure continued customer satisfaction. Processes shall be continuously evaluated and actions taken to ensure they are effective and efficient. Transfer of knowledge and best practice shall be actively pursued across the business to encourage a culture where we learn from each other. A preventative and proactive approach shall always be applied.

Signed:

  
 Rachel Beech  
 Operations Director

Date: June 2026