

QUALITY POLICY

The objective of BHR Group is to deliver innovative world class fluid engineering solutions that drive safety, efficiency, and sustainability for our customers.

To achieve this objective, the company will maintain an effective and efficient Quality Management System based upon the requirements of ISO 9001:2015.

In particular, the company will:

- Ensure that all employees are aware of the Quality Policy and are committed to the effective implementation of the Quality Management System
- Monitor and measure the effectiveness of our business processes and objectives through Management Reviews and the Internal Audit Process.
- Monitor client satisfaction with our work and set objectives for continual improvement.
- Analyse the causes of any complaint or problem and take appropriate action to prevent recurrence.
- Maintain a control procedure for all documents and records used to implement our business processes through the Quality Management System.
- Ensure that systems, equipment, and instrumentation are suitably maintained and calibrated in accordance with their intended use.
- Select and work closely with suppliers to enable the company to meet its objectives.
- Recruit employees who are customer focussed and support them with appropriate training and systems to ensure their competence always meets the company's requirements.
- Provide a work environment that promotes the well-being of our employees and encourages positive teamwork.
- Encourage all employees to identify problems and make suggestions to improve all aspects of the company's products/services and business processes.
- Ensure that the company complies with all necessary regulatory and legal requirements.

The continual improvement of the effectiveness of the company's Quality Management System is fundamental to the success of its business and must be supported by all employees as an integral part of their daily work.

Signed on behalf of the Board of Directors: *David Winter*

Position: Managing Director

Date: 2021