

Elemera, incorporating Safehouse, Inlex and EXIO (“**Company**”) aims to be a respected leader in the provision of high-quality products and services to enable safe work in hazardous environments throughout the Asia Pacific region. Our mission is to protect people, preserve assets and improve productivity through delivering technology-led services and products that enable work in hazardous environments to be safe.

The Company endeavours to provide products and services of the highest quality and reliability that are consistent with regulatory, legislative, statutory and customer requirements. Our aim is to ensure safe operation and complete customer satisfaction. To ensure this, the Company Quality Management System fully meets the requirements of ISO 9001:2015.

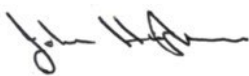
The Company is committed to driving the importance of Quality integrity within our business services and activities.

Plans and objectives appropriate to the context of our activities will be established and implemented as required. By incorporating the needs of our stakeholders into our business systems and processes, we are able to measure performance regularly, based on metrics and customer feedback. This drives us to instil high standards, respond to any deficiencies and continuously improve.

The executive management team is accountable for the implementation of this Policy and the management of Quality on a day-to-day basis.

The executive management team will:

- ▮ Ensure that our systems and business processes are communicated, understood and implemented companywide to enable our people to deliver work and a level of service we can be proud of
- ▮ We regularly monitor and review our performance for continual improvement, effectiveness and suitability for the benefit of our customers
- ▮ Ensure that we comply with all relevant regulatory, legislative and statutory requirements
- ▮ Ensure that the necessary resources are made available to execute plans and achieve stated objectives.
- ▮ We build alliances with customers and suppliers to provide quality products and services which are perceived to be superior to our competitors.
- ▮ We evaluate and continuously improve our products and services to enhance customer satisfaction.
- ▮ We actively respond to internal and external issues and implement improvement measures quickly and effectively.
- ▮ Create an environment of motivation, respect and integrity fostering development of competencies, creativity, empowerment and accountability through education and training
- ▮ We establish and measure quality and professional performance goals with a view to continual improvement.
- ▮ Ensure all services – hot work management, equipment rentals, EEHA electrical & rope access – are executed in accordance with internal processes, procedures and work instructions, as well as the requirements of our 3rd party certification and accreditation including ISO9001:2015, IECEx certified service facility scheme and Climate Active.
- ▮ We review our Quality Policy, Objectives and Plans on an annual basis.



John Hughes
Managing Director
14th May 2024