

## Quality Policy

Prolux is a mid-size Electrical service provider servicing Tier 1 REIT clients nationally. Our quality objective is to meet or exceed our customer requirements and expectations in a proactive, professional and cost-effective manner.

To achieve this objective, we will:

- Establish and maintain a Quality Management System in accordance with ISO 9001:2015;
- Monitor and review the Quality Management System through management reviews and internal auditing techniques in order to ensure continued improvement, effectiveness and compliance.
- Establish all customer requirements (including regulatory and statutory requirements and to consider organisational environment when implementing the quality management system) and ensuring that we always comply with them .
- Set objectives and targets to measure our performance and identify opportunities for improvement.
- Provide adequate resources to continually review and improve our business processes.
- Encourage all people to integrate quality management into the way we work and promote its application as a method for continual improvement within their area of responsibility; and
- Actively seek performance feedback to enhance customer satisfaction and address risk and opportunities that can affect conformity of product and services for continual improvement.

A handwritten signature in black ink, appearing to read "Alex Lamblin", is positioned above the printed name.

Director  
Alex Lamblin

**Effective Date:** 22<sup>nd</sup> January 2024  
**Policy Owner:** Managing Director  
**Approval:** SAI Global