

## Quality policy

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Yondr is committed to the continuous improvement of our quality management systems and performance across all areas of our operations, and to remain at the forefront of implementing best practice initiatives within our business. We deliver services and facilities that our people, partners and clients can be proud of.

### Our Quality plans are to:

- / Maintain and exceed the highest levels of service to our clients through robust procedures, monitoring and improvement
- / Review and periodically apply lessons learnt to the continuous improvement of our management systems
- / Design services and facilities that incorporate quality from the start and throughout the lifecycle
- / Promote 'paperless' management procedures by deploying appropriate tools and resources to replace
- / Develop Industry-leading scalable and repeatable processes that are simple and efficient
- / Seek feedback from our people, partners and clients to drive efficiency in our business
- / Provide our people with Information and training concerning quality procedures ensuring they can execute their roles to the highest standards
- / Establish quality objectives which will be regularly monitored and reviewed to benchmark their effectiveness
- / Achieve Certification to ISO 9001 and deploy throughout our global business over time

Various key performance indicators (KPIs) are used to provide visibility on where improvements may be needed. The Yondr Statutory Board regularly reviews such KPI data. We periodically review our procedures to ensure they remain appropriate to our quality strategy and remain relevant to the purposes of the business.

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