

## QUALITY POLICY

Engenda Group is primarily involved in the undertaking of Design, Manufacturing, Construction and Installation of Mechanical, Electrical and Instrumentation equipment and systems for a wide range of Industrial Customers.

The implementation of the Quality Management System will ensure that the products and services provided by the Company to our internal/external customers (including training delegates) and other interested parties who are affected by our operations consistently achieve or exceed their expectations. The Company operates a system that regularly evaluates its products and processes to meet the customer's specifications. Additionally, the Company has quantifiable objectives in place to systematically promote quality improvements year by year.

It is the policy of the Company to maintain, on a continual basis, an effectively managed Quality Assurance programme as defined in the ISO9001 standard. This will assure customers and other interested parties that the products and services supplied will conform to the laid down procedures or disciplines of the company and will ensure that all internal/external customers and other interested parties who are affected by our operations requirements are achieved.

The management of the Company is firmly committed to the documented procedures and control systems of the Company and all employees are involved in the implementation of this policy.

The Managing Director is entrusted with the authority and responsibility for the control of the Quality Management System.

This policy of Quality Assurance is in place to ensure that the goals of the company are met. The Company continually strives to ensure that the best possible products and services are supplied to the Company's valued customers; thereby satisfying that their requirements are met as effectively and efficiently as possible.

It is the essential policy commitment of the Company to safeguard the health, safety and welfare of our employees, customers and others who may be affected by our activities.

The management shall ensure that all deployed personnel including subcontracted installation operatives are adequately skilled and equipped to perform their daily tasks and are trained in health and safety to conform to HS&E regulations and other nationally recognised proficiency standards.

This policy will be reviewed annually to ensure that it remains relevant and is available to interested parties.



Gemma Meadows - Managing Director  
Engenda Group  
2 February 2026

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