

# Quality Policy

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## 1.0 QUALITY POLICY

### Our Commitment

- 1.1 Element is a leading provider of testing, calibration, inspection and certification services across the world. We are committed to achieving our mission, vision and purpose in a professional and ethically sound manner. Our values define our culture and are inherent in everything we do.
- 1.2 Element's policy is to integrate quality, technical and commercial excellence into all aspects of our operations and this is achieved through the implementation of our business management system. Element is committed to continuous improvement in quality, service delivery and operational performance. This is achieved through active performance measurement.
- 1.3 We are committed to providing service excellence and value for money. The implementation of best practise is essential to enable Element to honour that commitment. Our internal quality assurance, technical and operational excellence programmes ensure that our procedures and processes are robust, smart and effective and that Element delivers exceptional service to our customers.

### Our Partnership Approach

- 1.4 We work with our customers to provide testing, inspection and certification services that verify the quality and integrity of their products, materials and services. Our unique approach enables customers to embrace advances in technology while guaranteeing product safety and quality.
- 1.5 Element is proud of its reputation for building and maintaining sound business partnerships. We aim to exceed our customers' expectations wherever possible and strive to add value to their businesses through the delivery of exceptional customer service, technical and operational excellence.
- 1.6 Element colleagues are talented, highly trained, competent individuals. Many are leaders in their field of expertise with the knowledge and passion necessary to drive best practise in the delivery of our services.
- 1.7 Our colleagues are actively encouraged to innovate and are focused on supporting our customers to make certain that the materials and products they manufacture are safe, quality, compliant and ultimately fit for purpose. In order to do this, we are focused on a continuous improvement culture that is embedded in our business.

### Our Credentials

- 1.8 Element maintains third party accreditations which provide our customers with confidence and trust. We operate with integrity and are resolute in delivering our services in conformity with applicable national and international legislation and conformity assessment standards. This is complemented by the extensive range of customer and regulatory approvals that we hold and is assured by the dedicated team of quality professionals that support our operations and execute our internal audit programmes.
- 1.9 We require all our colleagues to maintain independence, impartiality and confidentiality at all times. Our colleagues therefore do not engage in any activities which may compromise the trust of our customers, accreditation, approval bodies or regulatory agencies. In this way we demonstrate our value of integrity.
- 1.10 This Quality Policy is supported by all levels of leadership. Each Element facility and every colleague is required to familiarise themselves with this policy. Our colleagues are aware of their responsibilities for the effective implementation of our business management system and will implement the policies, systems and procedures at all times when undertaking work on behalf of Element and our customers.



**Jo Wetz, CEO**