

### **Quality Assurance Policy**

Quality assurance involves identifying processes, applying standards, assessing performance and providing guidelines, templates and tools to enable and sustain improvement. In order to achieve and maintain a good level of quality, Neville UK PLC aims to provide employees with a framework to ensure sufficient action is being taken to meet the quality objectives set and to meet external audit standards and requirements. This is in line with the company's Integrated Management System and compliant to ISO9001:2015.

Nevilles have dedicated resources, ensuring all product deliveries are checked prior to release, with ongoing stock checking and batch verification. Any products that fail to meet our expectations, or fail whilst in use by our customers, are reviewed and where improvements are identified, these are fed back through Nevilles supply chain.

Quality is important to our business because we value our customers. We strive to provide our customers with products and services which meet and even exceed their expectations. We are committed to continuous improvement and our aim is to have a Integrated Management System which provides a framework for measuring and improving performance.

We are committed to satisfying all statutory and legal requirements relative to our organisations activities and the international standard.

A handwritten signature in black ink, appearing to read "Tristan Jones". The signature is fluid and cursive, with a long horizontal stroke extending to the right.

Tristan Jones  
Operations Director  
October 2023