

## Quality Policy Statement

Metrix Group is a leading manufacturer of architectural perforated metal for Australia. Our commitment to quality excellence is not only a reflection of our core values and long-term market differentiation strategy, but a process that is ingrained into our business systems and operational procedures. Our continuous adaption to customer feedback and acknowledgment of stakeholder participation drives our high standards. The evaluation of these interactions shapes our induction process to ensure genuine employee buy-in.

Metrix Group aims to satisfy or exceed the requirements of our ISO 9001:2015 Certification. The maintenance of our Quality Management System is built on the following aims and objectives.

- Continual monitoring of customer satisfaction with actionable activities to address feedback.
- Ensuring that the Senior Management Team understands the quality policy and provides resources to their respective teams to maintain the required output.
- Consistent company-wide communication of Metrix Group's customer satisfaction feedback, company policy updates and business processes.
- Monitoring each department to ensure ongoing adherence to goals and objectives.
- Accountability for our internal and external activities; from sustainable business practices to supporting our local community.
- Conducting our business practices with integrity and a dedication including the fair and accurate dissemination of information.
- Provide assurance through knowledge and experience while manufacturing products that are fit for purpose, that protect the customer and the public.

As a company, we commit to

- Cultivate a safe atmosphere for our employees.
- Encourage creative thinking and challenge staff to innovate and develop our systems, services and products.
- Provide staff training and education to help identify obstacles and optimise processes.
- Collaborate with contactors and customers to ensure best possible outcomes are achieved and best practices are documented.
- Comply with regulatory and statutory requirements.
- Audit our processes to ensure ongoing conformance with our quality management system.

Metrix Group uphold that the awareness, assessment, review and execution of the Quality Management System are the responsibility of all Metrix Group personnel. The Metrix Group Senior Management Team strives to develop and integrate monitoring and measurement activities for our products and services. Metrix Group recognise that the continual evaluation and improvement of these activities is integral to meeting the expectations and requirements of all interested parties, and achieving our policy objectives.

A handwritten signature in black ink, appearing to read 'Kelvin Morley', written over a horizontal line.

Managing Director – Kelvin Morley

A handwritten signature in black ink, appearing to read 'Nigel Morley', written over a horizontal line.

Finance Director – Nigel Morley