

Quality Policy

Proserv is fully committed to providing quality products and services that meet or exceed the expectations of both internal and external customers and other interested parties. Proserv's business activities are focussed on delivering service excellence with as much global alignment as is practicable, supported by robust quality principles and the passionate commitment of all of our employees. To enable this, Proserv's senior management is fully committed to providing an overall quality management system, aligned to the requirements of ISO 9001:2015.

It is the policy of Proserv to:

- Recruit, retain and develop enthusiastic, competent employees that contribute to the continual improvement of our performance
- Help and encourage the development of our employees through the continued enhancement of competence programs
- Provide products and services that comply with local regulatory requirements, industry codes, standards and specifications, and customer requirements
- Set clear quality objectives and monitor our progress towards their successful achievement
- Implement audit programmes that review and challenge the applicability and effectiveness of processes and procedures, demonstrating Proserv's commitment to continuous improvement
- Implement effective processes to ensure the early detection, correction and prevention of non-conformances throughout our business

Proserv is committed to continual improvement in quality management and performance through proactive measures and the effective monitoring and revision of policies, procedures and objectives that govern quality on an on going basis.

To ensure the ongoing suitability and the continual improvement of our quality performance, this policy will be reviewed in line with the changing needs of the business and communicated to the workforce at all Proserv locations.

Davis Larssen - CEO
September 2025

