



# QUALITY POLICY

Element is committed to being the world-class provider of testing, calibration, inspection and certification services in our chosen markets, in a professional and ethically sound manner.

We aim to exceed customers' expectations wherever possible and strive to add value to their businesses through the delivery of exceptional customer service, quality, technical and operational excellence and innovation.

This is achieved through the implementation of our quality policy, quality commitments and business management system.

Quality, uncompromising compliance to requirements, and the foundational value of integrity are inherent in everything we do.

**Jo Wetz, CEO**





## AS AN ELEMENT COLLEAGUE, I COMMIT TO:



### 1 PERSONAL INTEGRITY

Acting with integrity, never compromising people's trust.



### 2 SPEAKING UP

Taking action and stopping work when I become aware of work being delivered incorrectly.



### 3 COMPETENCE

Only performing work I have the knowledge, experience and authorization to do.



### 4 EQUIPMENT

Ensuring equipment, materials and environment are calibrated, safe and compliant.



### 5 STANDARDS & PROCEDURES

Adhering to all standards and approved procedures.



### 6 ACCURACY

Working with precision and entering accurate records.



### 7 SIGNATURE AUTHENTICITY

Only approving work in my own name for which I'm authorized to complete and have made the necessary checks.



### 8 CUSTOMER FOCUS

Always striving to understand and meet our customer's needs.



### 9 CONTINUOUS IMPROVEMENT

Taking action to improve the way we work.