



## **Quality Policy**

Polar Technology is an engineering business operating at the leading edge of composite and metallic technology. We deliver innovative, technology-based solutions around advanced composite materials, emerging metal processes and metallic fabrications, through our brands **Lentus Composites** and **SST Technology**. Focusing on quality, communication, technical and production expertise, flexibility, timeliness and cost competitiveness, we will ensure that our customers' needs are clearly understood and met or exceeded at all stages of the process.

*Polar Technology believe that quality, is everyone's responsibility and it is expected that all employees, anyone working on behalf of Polar Technology and visitors to the site understand, promote and assist in the implementation of this policy. We also acknowledge responsibility for the health safety and welfare of other people affected by our activities including our employees, visitors, customers, suppliers and neighbours.*

### **Our Leadership Team are committed to:**

- Ensuring health and safety is our highest priority
- Complying with legislation, regulatory and all other compliance obligations
- Management of risk at all levels of the organisation
- Driving continual improvement throughout our activities
- Ensuring the business operating model and quality standards are integrated into all planning of business activities including equipment, facilities, projects, products and processes
- Achieve our commitments for Quality, Cost, On-time Delivery and Responsiveness performance, by setting quantified quality objectives at relevant functions, levels and processes;
- Communicate our quality and performance objectives and performance throughout the company and to interested parties;
- Maximising potential of our people through training, development and opportunities
- Invest in our infrastructure, plant, equipment and working environment
- Understanding our customers' needs in order to deliver goods and services which can meet or exceed those needs
- Recognise the impact of climate change and is committed to integrating sustainable practices into our quality management system

### **Our Management System:**

*We will implement, comply with and maintain an effective management system by adhering to the requirements of AS9100, ISO 9001, ISO 14001, customer and legal requirements in order to maintain the highest quality, environmental and safety standards while providing products and services that meet or exceed our customers' needs and expectations. We do this by:*

- Implement, and control processes needed to assure product safety during the entire product life cycle, as appropriate to the organisation and the product.
- promotion of the Management System
- promotion of a positive & just culture to facilitate ethical behaviour by all employees and suppliers and promote behavioural safety
- engagement, consultation and a policy of open communication
- management of risk
- Adopt a pro-active view on business decisions that may have quality impacts;
- setting of objectives & targets

*We are committed to driving continual improvements through the engagement of our employees and by the establishment, communication and regular review of objectives in our Management Programme.*

### **Our People:**

We will employ and train talented people to ensure high degrees of competence throughout our business. All employees are committed to ensuring that the high standards and quality we expect are incorporated into all they do. All employees are responsible for the health and safety of themselves and others. Polar Technology ensures that all employees understand their responsibilities for quality and business excellence through promotion of the Management Systems, communication of business strategy and objectives, communication of customer requirements and a policy of open communication

*Employees are responsible for:*

- Complying with current legislative, regulatory and all other applicable requirements
- Following the Polar way of working (including culture, values, code of conduct, policies, processes and procedures)
- Planning work taking into consideration the operating model and our main business processes
- Continually seeking to improve the way we work including reporting issues as they arise

### **Our Customers:**

*We listen to, and learn from, our customers and pursue feedback to improve service performance, to maintain high quality, products and develop new pioneering products, applications and technologies to meet and support market growth.*

Signed:

Paul Janes  
Managing Director