

QUALITY POLICY

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The purpose of this Quality Policy ("Policy") is to provide high-quality products and customer service to its clients and customers. This Policy aims to provide assurance to customers, clients, and other concerned individuals to the commitment of the company in providing quality products and services for all by setting guidelines to its employees on how to develop, implement, and maintain its quality standards.

Scope

This Policy applies to all employees and all other individuals who are concerned with the quality of the products and services of the company. This Policy shall be effective starting from 27th June 2025.

Policy Statement

CUSTOMER NEEDS - The company's goal is to ensure that the needs of its customers are met, thus, continuous monitoring of customer satisfaction should be done from time to time or as necessary. Employees, after customer encounters, shall collect feedback from the customers which will be used in developing the company products and services.

LISTENING - An employee shall ensure to listen to the needs of the customers and get to the core of the matter in order to provide a concrete solution. Employees should only use language appropriate for each customer. Using profanities and other offensive languages shall not be allowed regardless of the customers.

LEADERSHIP AND MANAGEMENT - The company is committed to providing strong leadership and management skills in developing, implementing, and maintaining the quality of its products and services. Hence, employees are required to attend training sessions that aim to enhance the quality management system of the company. ILM training available to all.

PRODUCT TESTING - All products, before they are introduced to the public, undergo a stringent process to ensure their quality. This includes: Getting random samples to be inspected; Evaluating product specifications; Ensuring that packaging requirements are met; and Identifying quality defects.

ACCURACY - The company ensures that its products and services are accurate and passed the product testing and other quality assurance procedures. However, if customers observe any defects in its products, the company shall take responsibility for any reasonable complaints from its customers.

CONTINUOUS IMPROVEMENT - The company is fully committed to giving high-quality customer service to its customers. In order to reach the highest possible quality for its products and services, the company has committed itself to continuous improvement by application of practices and principles.

COMPLIANCE - An employee shall ensure to comply with the company rules and regulations, as well as with any other applicable legislation in evaluating the quality of the products, as well as in providing customer service.