

## Quality Policy

Radius Systems is a global leader in high-quality pipeline solutions for the gas, water, wastewater, telecoms, energy & power, and district heating sectors. We are committed to providing reliable, innovative products and services that meet the highest standards of quality while integrating environmentally responsible practices throughout our operations.

From design and development to manufacturing, installation, and maintenance, we prioritise creating solutions that ensure the safe operation of pipeline networks while minimising environmental impact and meeting our statutory & legal obligations. This dual focus on quality and sustainability is driven by our senior management team and embedded in our "getting it right first time" philosophy.

Our robust quality management system, certified to ISO 9001:2015, forms the foundation of our operations, ensuring that every product and process meets rigorous standards of reliability, safety, and environmental compliance.

### Our Commitments to Quality and the Environment

1. **Excellence in Product Quality:** Deliver pipeline solutions that consistently meet customer expectations, ensuring reliability, durability, and safety throughout their lifecycle.
2. **Environmental Integration in Quality:** Embed sustainable practices into quality processes, using eco-friendly materials (where possible) and manufacturing methods to reduce environmental impact without compromising performance.
3. **Continuous Quality Improvement:** Maintain a culture of continuous improvement through innovation, monitoring, and feedback, ensuring that quality enhancements align with sustainability goals.
4. **Risk Mitigation:** Identify and reduce risks to quality, customers, and the environment through proactive process improvements and robust operational controls.
5. **Sustainable Supply Chains:** Collaborate with suppliers who share our commitment to quality and sustainability, promoting responsible sourcing and waste reduction.
6. **Customer Satisfaction:** Provide consistent, reliable solutions "Right First Time, On Time, In Full," with a focus on addressing customer needs and minimising environmental impact.
7. **Measurable Performance:** Use a "Plan-Do-Check-Act" framework to assess and improve the effectiveness of our quality management and environmental initiatives.

### Empowering Our People for Quality Excellence

We recognise that achieving exceptional quality and sustainability depends on our people. Every individual at Radius Systems is empowered and accountable for delivering quality at every level, supported by awareness training and development programs.

This policy reflects Radius Systems' unwavering dedication to delivering superior quality while safeguarding the environment. It applies to all our operations and subsidiaries and is reviewed annually to ensure ongoing alignment with industry standards, customer expectations, and our sustainability goals.

Our policy is made available to all interested parties through our organisation's website.



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