



## QUALITY POLICY

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Marine & Industrial Marketing manufacture and supply Rapp-it Pipe Repair Systems to clients globally in the mining, processing, industrial, oil and gas, agricultural and marine industries.

Our services include sales, marketing, and wholesale distribution, as well as technical support and training on using Rapp-it Pipe Repair Systems.

The Managing Director has set Business Objectives, which will be achieved by ensuring that all our operations and activities are carried out consistently, and are regularly monitored and recorded. To ensure this, the company has developed and implemented an Integrated Management System that complies with the ISO 9001:2015 standard.

The Integrated Management System is defined in documented management procedures, which provide clear standards and guidelines in all the appropriate areas of the company's activities.

Marine & Industrial Marketing management is committed to:

- ✓ Implementing and continually improving the effectiveness of the ISO 9001 Quality Management Systems
- ✓ Establishing, documenting and measuring quality objectives which consider the external and internal issues evident in the business and the needs and expectations of interested parties, through internal audit and management reviews
- ✓ Using the disciplines of ISO 9001 to develop and maintain the processes needed to provide a level of service of a consistent standard of quality and at competitive cost
- ✓ Fostering good relationships with clients by effective communications with them and encouraging feedback
- ✓ Satisfying all applicable requirements
- ✓ Valuing our people, our most important asset
- ✓ Ensuring that every employee constantly aims to improve the overall quality of Marine & Industrial Marketing services in line with the requirements of our Integrated Management System.

By adopting this philosophy, the clients of Marine & Industrial Marketing will be assured of an excellent standard of service in accordance their requirements.

Every staff member has the responsibility to ensure that the intentions of this policy statement are understood, applied and maintained within their own activity area.

Management has the ultimate responsibility to maintain the ISO 9001 Quality Management System and will promote all initiatives and regularly review the system in order to maintain its suitability and effectiveness.

David Huybers

A handwritten signature in black ink, appearing to read "D. Huybers", written over a horizontal line.

Managing Director