

## Quality Policy

Streamline Connect (Streamline) is committed to providing and maintaining products and services of the highest quality.

All our commitments, actions and products must be recognised as an essential part of doing business to ensure success in the marketplace and the key to effective business operations.

To achieve this, we commit to:

- Encourage teamwork, collaboration and trust amongst employees and customers, and ensuring that quality is understood to be everyone's responsibility;
- Identify and understand our customer's expectations, measure customer perceptions, and implement improvements to increase customer satisfaction;
- Enable and engage our people at all levels in a relentless drive to improve operational performance along the value chain from suppliers to customers;
- Increase the motivation and skills of our people to add value to our customers and our businesses, through continual training and development;
- Fulfil applicable legal requirements, and other requirements, to which Streamline subscribes;
- Embed social responsibility and company ethics in our business practices and policies; and
- Make continual improvement to the quality management system.

This policy provides a framework for setting quality objectives and shall be communicated to all employees and be available to interested parties.



**Tony Farrell**  
Director  
15 January 2025



**Nick Jenkins**  
Director  
15 January 2025