

1. Purpose and Commitment

Bloq.it is committed to a culture of continuous improvement, aiming to achieve best-practice processes across all our sites. Through the elimination of unplanned deviations from established processes we aim to enhance efficiency and quality in both production and the services we offer.

A signed PDF copy of this policy available on Bloq.it's website.

2. Scope

This policy applies to all Bloq.it controlled sites and all people when they are conducting work on behalf of Bloq.it, both when they are on a Bloq.it controlled site and also when they are not.

3. Core Principles

To ensure consistent and high quality operational outcomes, Bloq.it will:

- **Process Excellence and Continuous Improvement** - Implement and maintain robust processes to ensure operational consistency, efficiency and continuous improvement.
- **Regulatory and Standards Compliance** - Adhere to all relevant legislation, statutory requirements, advisory standards, environmental guidelines, and industry standards, while ensuring adequate resources are allocated to meet these obligations.
- **Customer-Centric Agreements** - Fulfill commitments arising from agreements, such as those made to customers.
- **Integrated Management System** - Uphold internal requirements as outlined in Bloq.it's Integrated Management System (IMS) documentation, with a focus on continuously developing the management system.
- **Customer Satisfaction** - Prioritise customer satisfaction through gathering and acting upon customer feedback.
- **Data-Driven Decision Making** - Leverage data, performance metrics, and analytics to inform strategic decisions, identify opportunities for improvement, and drive operational excellence.

4. Governance and Responsibilities

To achieve the principles outlined in this policy, Bloq.it will:

- Conduct **regular internal audits and management reviews** to evaluate the effectiveness of our systems, processes, and policies, ensuring they remain aligned with our **continuous improvement** quality objectives.
- Setting measurable quality **goals and Key Performance Indicators (KPIs)** that are directly linked to Bloq.it's strategic objectives, fostering a culture of accountability and continuous improvement.
- Provide training and information to **empower employees** to perform their roles effectively.

5. Policy Review

Document Owner(s):			Head of Safety, Sustainability and Risk	
Version	Reviewed by	Approved by	Date Approved	Changes
1.0	Sam Robson	Miha Jagodic	13/10/2025	- Policy creation.

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