

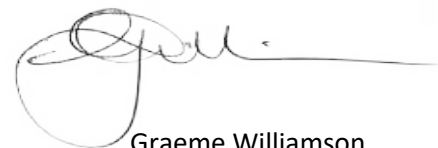
Quality Policy

Lotus Commercial (the Company) has established this quality policy to be consistent with the purpose and context of our organisation to ensure the reliable provision of services to our customers.

It provides a framework for the setting and review of objectives in addition to our commitment to satisfy applicable customers', regulatory and legislative requirements as well as our commitment to continually improve our management system. We will ensure this policy is communicated to, and understood by all interested parties

We will achieve our aims through:

- Customer focus - a commitment to understand our current and future customers' needs; meet their requirements and strive to exceed their expectations.
- Leadership commitment to our Integrated Management System (IMS) creating and maintaining a working environment in which people are supported and encouraged to become fully involved in achieving our objectives and targets.
- Our people are accountable for maintaining the quality of work in their area and carrying out their duties in accordance with this policy.
- Resources - through training and skill development of our people, the sharing of knowledge and information and by management providing sufficient resources of both physical, technological and equipment to meet and achieve any challenges.
- Process driven and evidence-based decision making - we understand that a desired result is achieved more efficiently when activities and related resources are managed, monitored, and analysed as a process or series of interconnected processes and data gathered informs our decisions.
- Improvement - we are committed to achieving continual improvement across all aspects of our IMS. We strive for operational excellence through the development, implementation and continual improvement of effective management systems integrating quality, environment, health, and safety activities.
- Relationship management- we value the relationships we have with external providers and understand that these interdependent and mutually beneficial relationships enhances the ability of both to create value.
- Risk management- we undertake risk management processes in all areas that may impact upon our client's expectations, or our products and services.
- Continually audit, control, and regularly review management systems, to ensure they are relevant and contribute to the efficient and reliable operation of the Company.



Graeme Williamson

Managing Director

June 16, 2022