

2 LFF Group QA Policy Statement

The LFF Group is committed to the provision of high quality pipeline products to the oil, gas, power and petrochemical industries and to delivering a service to customers that meets or exceeds their expectations.

We will deliver continual improvement by:

- Operating a quality management system that fully meets the requirements of ISO 9001:2015
- Setting quality targets and objectives from senior management input, management reviews and KPIs, utilising the S.M.A.R.T.E.R. framework
- Monitoring quality performance against targets and objectives
- Reviewing our quality performance at meetings of senior management including board and quality management review meetings
- Communicating our policy to all persons working on behalf of the LFF Group
- Ensuring appropriate training and competence of our personnel
- Considering the internal and external influences to the LFF group and its stakeholders

The LFF Group QMS procedures are designed and utilised to support customer focus and to address internal and external considerations identified through our Quality Risk and Opportunity Management tools.

To ensure continuing suitability and effectiveness, our policy together with our risk and opportunity management tools will be reviewed annually or in response to a material change in our management system.

Martyn Latham

LFF Group Director