

Quality Policy

TEXO and all Divisions (including External Providers within scope)

Applies to: All activities, locations, and personnel engaged in delivering TEXO products and services

Our Purpose

TEXO exists to deliver safe, reliable, and innovative solutions that create value for our customers and sustain our long-term success. Quality is how we fulfil that purpose, by doing the right things, right first time, on time.

Our Commitments (Leadership-Led)

We, the leadership of TEXO, are accountable for establishing, resourcing, and continually improving an effective Quality Management System (QMS) in accordance with ISO 9001:2015. To achieve this, we are committed to:

I. Customer Focus & Satisfaction

We strive to understand current and future customer needs, fulfil contractual and statutory requirements, and enhance customer satisfaction through systematic collection, analysis, and action of feedback, complaints, and performance data.

II. Risk-Based Thinking & Opportunity Management

We proactively integrate risk identification, evaluation, and mitigation into planning, change control, and daily operations. We address nonconformities and their root causes and actively pursue opportunities to strengthen process capability and deliver greater value.

III. Evidence-Based Decision Making

We make decisions using accurate data and trend analysis, including process performance, audit results, supplier metrics, customer insight, and cost of poor quality, supported by defined controls and reviews to ensure integrity, traceability, and confidence in the information used.

IV. Leadership Accountability & Culture

We demonstrate visible ownership of quality outcomes, ensure that competent people and adequate resources are available, remove barriers that hinder performance, and promote a culture that values prevention, learning, and achieving “first-time-right” results.

V. Strategic Alignment

Align the QMS with TEXO’s business strategy to enable operational excellence, customer value, organisational sustainability, and innovation.

Competence & Engagement of People

Ensure people are competent through role-based training, mentoring, and certification. Consult, involve, and empower the workforce and subcontractors to contribute ideas, raise issues without fear, and participate in improvement.

Supplier & Partner Assurance

Select and manage external providers based on capability and performance; set clear requirements; monitor delivery, quality, and responsiveness; and collaborate to reduce risk and improve outcomes across the supply chain.

Compliance & Continual Improvement

Comply with applicable legal and other requirements, maintain our Integrated Management System, and continually improve via audits, lessons learned, corrective action, innovation, and management review.

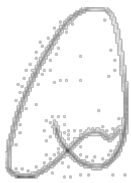
We set and review annual SMART objectives across customer, delivery, process performance, supplier assurance, and people capability. Performance is reported monthly, reviewed quarterly by leadership, and formally assessed during Management Review.

Roles & Responsibilities

- Group Managing Director & Executive Team: accountable for QMS performance.
- Group Quality Lead: owns the QMS framework and reporting.
- Divisional Leaders & Project Managers: deploy objectives and manage risks.
- All Personnel & External Providers: follow processes and contribute to improvement.

Review & Continual Improvement

This policy is reviewed at least annually or when significant changes occur.



Chris Smith
Group Managing Director