

QUALITY POLICY

Version 10

1st December 2021

The continuing policy of Thorn SDS is to provide professional, customer focussed services that meet or exceed the requirements of our customers, including: timely and regular reporting, meeting service level agreements, addressing any customer complaints in a timely manner and developing a culture of continual improvement. We recognise that by achieving this we will most likely prosper as a business and secure long-term profitability.

The Management Team bears the responsibility for establishing, maintaining and implementing the systems and processes for controlling those particular activities for which they are responsible. We undertake to provide clear instructions, practical examples and training that such that all employees have a clear understanding of the importance of our systems and the direct relevance to the success of Thorn.

Every employee is responsible for, and will be trained to perform the duties required by his or her specific role. As a business we will also ensure that any sub-contractors employed for a particular function will meet specified requirements and will accept the responsibility for their work.

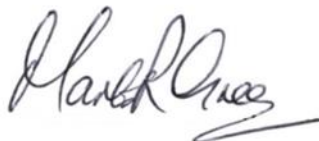
Thorn has a policy of continual improvement and setting of Quality Objectives in line with the framework laid down within ISO 9001:2015 Standard.

We hereby certify that this Quality Manual and our Quality Procedures accurately describe the Quality System in use within the Thorn business in both the UK and Germany, to meet the requirements of ISO 9001:2015.

Our Quality System will be monitored regularly under the Top Management's ultimate responsibility with regular reporting of the status and effectiveness at all levels.

Both our UK and German businesses rely on a small number of customers; a high degree of customer interaction, well developed processes and a structured method for account management are considered key to our Quality Management Policy.

Signed:

A handwritten signature in black ink, appearing to read "Mark Green", with a long horizontal flourish extending to the right.

Position: Thorn SDS – Managing Partner

Date: 1st December 2021