

# Quality Policy

Optimat's mission is to help clients achieve their economic, environmental and/or social objectives through the exploitation of new markets and technologies. This is enabled by the provision of high quality services delivered by our experienced team of consultants and associates using methodologies that are at the leading edge of our profession. Our preferred approach is to work with our clients in a mutually supportive partnership to maximise value for money by building on their existing knowledge and transfer of new knowledge arising from the project.

The key elements of our quality management system are designed to ensure that assignments meet or exceed client expectations and that our documented quality management system meets the requirement of ISO 9001:2015

The company policy has been defined by the Board of Directors as follows:-

- We will meet the client specification and all applicable requirements
- Every assignment will have a detailed activity plan (that is agreed with the client) showing how we will achieve the specified deliverables and deadlines.
- An executive director will be appointed to each assignment and will be responsible to the client for our quality and delivery performance.
- We will consider the implications of Climate Change upon the business.
- Clear lines of communication and contacts will be established with the client.
- The project team will have the necessary professional skills and experience to carry out the assignment in an efficient and effective manner.
- Client liaison and review meetings will be sufficient to ensure that we achieve client objectives and build ownership of the conclusions.
- We will strive to continually improve the effectiveness of the Quality Management System which is an inherent part of our Integrated Management System.
- This Policy provides a framework for setting our Quality Objectives whilst supporting the strategic direction of the business and being appropriate to the purpose and context of the business.

This policy provides a framework for the setting of the Business KPI's, is communicated throughout the business and is reviewed on an annual basis at the Management Review Meetings

A handwritten signature in blue ink, appearing to read "D. Creamer".

Deborah Creamer

Managing Director

09/01/2026

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