

## Thinventory Quality Policy Statement

Founded in 2000, Thinventory Group Holdings Limited incorporating Thinventory Holdings Limited and Thinventory Limited is a global provider of field service technology and logistics, offering creative solutions helping improve engineer productivity and optimise inventory performance.

Thinventory has been designed with field service in mind. With hundreds of customers across the globe, Thinventory improves engineer efficiency, reduces distribution spend and environmental footprint, minimises inventory and increases supply chain visibility. For our customers, our unique combination of software and expertise from Thinventory has fast become the final word when it comes to field service inventory distribution and reverse logistics.

At Thinventory, quality is more than a standard—it is a fundamental part of who we are and how we operate. Our Quality Management System (QMS) supports our strategic direction by ensuring we consistently deliver innovative, reliable, and customer-focused solutions that meet or exceed expectations.

We are committed to:

- **Customer satisfaction** as a core priority—by deeply understanding our customers' needs and tailoring our services to deliver measurable value.
- **Getting it right the first time**, while fostering a culture where owning and learning from mistakes is encouraged to support continuous improvement.
- **Embedding quality into every process**, ensuring traceability, efficiency, and consistency throughout our operations.
- **Applying risk-based thinking** to identify and mitigate potential issues early, while also recognising opportunities to improve performance.
- **Engaging employees at all levels**, empowering them with the skills, tools, and ownership to make quality-driven decisions and contribute to our success.
- **Collaborating with customers, suppliers, and stakeholders** to gain insights and drive improvements across the value chain.
- **Setting and reviewing measurable quality objectives**, aligned with business goals and integrated into personal performance appraisals.
- **Monitoring and continuously improving** our processes, systems, and services through feedback, audit findings, performance data, and innovation.
- **Adhering to applicable legal, regulatory, and contractual requirements** to ensure trust and confidence in every aspect of our operations.
- **Operating responsibly**, with consideration for sustainable practices and ethical standards across all business functions.

The Thinventory leadership team is fully committed to implementing this policy and ensuring it is understood, communicated, and upheld at every level of the organisation. Every individual at Thinventory shares the responsibility for delivering quality in everything we do.

This Quality Policy will be reviewed regularly throughout the year—and formally on an annual basis—to ensure it remains aligned with our evolving goals, market context, and stakeholder expectations.

“Quality is not just what we deliver—it’s how we think, act, and lead every day.”

Signed  Dave Wilson CEO

Date 1<sup>st</sup> April 2025

Issue 16 Quality Policy Statement April 2025

Thinventory includes: Thinventory Group Holdings limited, Thinventory Holdings Limited and Thinventory Limited