

## 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.

**Employee Involvement:**

We promote a culture of quality performance at all levels. Every individual at Thinventory shares the responsibility for delivering quality in everything we do and:

- Take ownership of their impact on the work they are involved in
- Identify opportunities and improvements

**Monitoring, Review and Communication:**

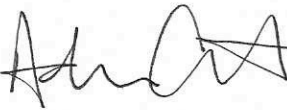
This policy:

- 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.
- Is communicated to all employees and shared with contractors, suppliers, and other interested parties when beneficial to support our environmental and energy objectives.

**Key Objectives for 2026**

- Maintain Network Delivery on time performance at 99.5%
- Achieve a score of 8.5 or above on the weekly customer satisfaction health checks
- Customer Support team to maintain 1hr response and 6hr resolution time for queries
- Embed the operational excellence and continual improvement within the warehouse functions

Signed



Adam Smith Managing Director

Date

1<sup>st</sup> April 2026