

THERMOCABLE QUALITY POLICY

Our products save lives and livelihoods, one metre at a time

At Thermocable, quality is fundamental to who we are and how we operate. We design, manufacture and support products that help protect people, property and critical infrastructure. We are committed to reliable products, responsive service and trusted partnerships.

OUR POLICY This policy defines Thermocable’s commitment to quality, customer confidence, regulatory compliance and continual improvement across all products, processes and partnerships.

We bring this commitment to life through our Thermocable values:

A STRONG TEAM CULTURE

We work together, communicate openly and provide the training, resources and support needed to succeed. Quality is everyone’s responsibility, and concerns are raised promptly and addressed constructively.

AN INNOVATION FOCUS

We encourage controlled innovation that improves product performance, customer value and operational capability. Change is planned, risk-assessed and verified without compromising conformity or reliability.

A GROWTH MINDSET

We learn from audits, feedback, complaints, returns, nonconformances and employee insight. We develop our people, measure performance and continually improve our products, processes and Quality Management System.

NOT TAKING SHORTCUTS

We build quality into every process and make decisions using evidence, data and risk-based thinking. We meet applicable customer, statutory, regulatory and certification requirements and prevent problems wherever practicable.

OUR PARTNERSHIPS

We listen to customers and work honestly with employees, suppliers, approval bodies and business partners. We protect trust through clear requirements, reliable delivery, responsive support and shared improvement. We invest in our people, products, technology, suppliers and processes to protect Thermocable’s reputation, resilience and long-term value.

OUR COMMITMENT

Thermocable Management is accountable for ensuring this policy supports Thermocable’s strategic direction, providing appropriate resources and reviewing the effectiveness of the Quality Management System. Every employee is expected to understand how their work contributes to these commitments.

Following approval, this policy will be communicated across the business, included in employee induction, displayed onsite, controlled through the Quality & Compliance SharePoint Hub and made available to relevant interested parties through the Thermocable website. It will be reviewed regularly for continuing suitability.

APPROVAL

Approved by	Alice Ham, General Manager	Signature
Approval date	06/10/2026	Next review



REVISION HISTORY

Stage / Reference	Status	Control note
Legacy: TC007 / Rev 07	Superseded when Rev 01 is formally issued	Retained as legacy evidence
Draft 01 to Draft 08	Working drafts	Never released for use
TC-POL-001 / Rev 01	Approved/current on signature and formal issue	First controlled issue under new reference

Thermocable Quality Policy

Final Audit Report

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