



# Quality Policy

The TRX Quality Policy provides a framework for the setting and review of company and projects objectives. The Policy and associated derived objectives intend to ensure TRX maintains our customer-centric focus, consistently improves our delivery, and provides a rewarding and productive work environment for our Team Members. The Policy also supports our goals to satisfy regulatory, security, and legal requirements and reinforces our commitment to continually improving our management systems.

**Customer focus:** As an organization, TRX has made a commitment to clearly understand our customers' needs; meet their requirements and strive to exceed their expectations.

**Leadership:** The TRX Management Team is committed to creating and maintaining a work environment in which TRX Team Members become fully involved in achieving both TRX objectives and their own career objectives.

**Engagement of people:** As an organization, we recognize that people are the essence of any good business and that providing our Team Members with opportunity and engaging their full involvement is essential to achieve the best outcome.

**Process approach:** As an organization, we understand that a desired result is achieved more efficiently when activities and related resources are managed as a process or series of interconnected processes.

**Improvement:** TRX has committed to achieving continual improvement across all aspects of our Quality Management System (QMS); it is one of our main annual operating objectives.

**Evidence-based decision making:** As an organization, TRX has committed to only make decisions relating to our QMS following a thorough analysis of relevant data and information and involving all TRX stakeholder organizations.

**Relationship management:** TRX Management and Team recognize that an organization and the relationship it has with its external providers are interdependent and that a mutually beneficial relationship enhances the ability of both to create value. We look for a win-win and focus on supporting best value delivery in all relationships.

**Environmental, regulatory, security, and legal responsibilities:** TRX recognizes that in our business, which includes engineering and production of security products, adhering to the environmental, regulatory, security, and legal requirements for such operations is essential to effective operations and to meet our customer requirements.

TRX has produced quality objectives which relate to this policy, and these can be found in TRX document R03 Quality Objectives.

This Quality policy is available/communicated to all interested parties as well as being made available to the wider community through publication on our Website and Company Noticeboard.

Authorized by:  Position: President and CEO

Date Approved: April 5, 2023 Review Date: