## MAXILOW QUALITY MANAGEMENT POLICY

Maxi-Low (UK) Limited is a leading specialist in low-floor vehicle body conversions. We design and build bespoke vehicles to each customer's exact specification, so every vehicle meets their operational needs. We also offer an on-site repair service and an online spare parts service to help our customers keep their vehicles running reliably and with minimal downtime.

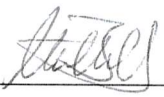
We are fully committed to operational quality and to putting our customers at the centre of everything we do. To support this commitment, we have established a formal Quality Management System (QMS) based on the ISO 9001:2015 framework. Through the QMS, our operations are continually monitored, reviewed and improved, so that every service we provide meets the highest standards of quality and consistency.

Senior management takes overall responsibility for the operation and monitoring of the QMS. This supports our key strategic objective of delivering high-quality, cost-effective services that fully meet the needs and expectations of our customers. Management will communicate this policy to all staff and is committed to:

- Ensuring the QMS achieves its intended results
- Taking accountability for the effectiveness of the QMS
- Proactively assessing risks and opportunities and taking appropriate action to address them
- Setting clear, achievable objectives that are consistent with our quality policy and strategic direction
- Ensuring all key processes are documented, communicated and regularly reviewed
- Providing all employees with the resources, infrastructure and training they need to carry out their roles effectively
- Supporting working groups across the business so that quality is led from the top down
- Reviewing and monitoring the progress of the QMS through regular management review meetings
- Carrying out internal audits that provide independent assurance that our processes are effective and meet the needs of our customers and the business
- Monitoring relevant legislative and regulatory requirements to ensure continued compliance
- Promoting a culture of continual improvement to deliver service excellence to our customers

This policy applies to everyone involved in our operations, including employees and any third parties working on our behalf. Because failure to follow this policy or our quality principles could affect the service we deliver to our customers, we encourage all staff to report any non-conformances at the earliest opportunity.

Management will review this policy annually to ensure it remains appropriate to the context and strategic direction of the business.

Signed: 

Name and Position: MATTHEW BOSWELL / MANAGING DIRECTOR

Date: 07-OCT-2026

*On behalf of the Management of Maxi-Low (UK) Limited*

| Version | Date Approved | Reason for new version |
|---|---|---|
| 1.0 | 16/10/2025 | New policy |
| 2.0 | 07/10/2026 | Annual review |

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