



## Quality Policy

Dynamic Ratings management and employees are passionately committed to improving the reliability, operational cost and safety of our customers' electrical power assets. The goal is to ensure that our products and services meet or exceed quality expectations.

Dynamic Ratings, via a Quality Management System that focuses on establishing and continually improving our procedures and processes, totally supported by management and employees, shall ensure:

- (a) We are always working within the requirements of the ISO 9001 Quality Management System as well as other regulatory requirements to establish and maintain quality objectives
- (b) We are improving our business by continually reviewing the effectiveness of the Quality Management System
- (c) We are conducting Regular Management reviews to assess potential business risks and confirm our progress toward our business goals
- (d) We are continually training our employees, including the communication and understanding of the Quality Management System
- (e) We Listen to employees, provide opportunities for growth and encourage proactive behavior
- (f) We use a standardized approach for all our processes within the business
- (g) We actively participate in industry bodies and in industry events
- (h) We listen to the voice of the customer through regular communication.

A handwritten signature in black ink that reads "Tony Pink".

Tony Pink  
General Manager and VP