

Terracore Ltd is committed in providing customer satisfaction, whilst maintaining compliance with the regulatory bodies at all times, at maximum effectiveness and minimal cost.

We pride ourselves in being 100% Independent, Credible and Reliable.

All employees of Terracore Ltd. are guided by our Quality Policy in all decisions and actions on a daily basis. We aim to:

- Understand customer needs and expectations and continuously improve our service to facilitate growth.
- Develop our technology continuously in order to achieve process excellence.
- Provide a service, or solution which meets our customer's expectations with no cause for complaint if possible.
- Maintain a healthy constructive work environment that pleases the employees and enables them to produce optimal output

We are always committed to Impartially during all laboratory activities within Terracore Ltd. This includes circumstances where our client is utilizing the service of a building contractor (Rdum Construction) or of any another company owned by the same director. We ensure that our employees and activities remain constantly with the presence of objectivity and that no outcome or result is compromised by any circumstance. In addition, any testing carried out directly for Rdum Construction will be carried out for internal quality control purposes only.

The management of Terracore Ltd. realizes that success in the future depends upon achieving these goals by:

- Promoting a work ethic which is predicated upon **QHSE** (quality, health, safety and environment) first.
- Providing all employees with the training and tools necessary to perform their job in the most efficient manner possible.
- Providing the necessary resources and personal support required for successful Quality Objectives.

Management is committed to comply with ISO 17025:2017 international standard and to continually improve the effectiveness of the QMS through measurable quality objectives, which are:

- On time delivery of services for at least 97% of all deliveries
- Customer satisfaction with 90% of satisfied experience.

Note: Percentage is calculated from those who replied back to the customer questionnaires. The minimum threshold of percentage feedback required for this analysis is 20% from sent questionnaires.

- Customer Complaints received by email less than 3% per yearly of the total jobs
- Retaining on ISO 17025:2017, impartiality and confidentiality to all staff annually.
- Train all new laboratory staff prior to commencing independent jobs with a target of completing the essential induction training after 4 weeks on commencement.

Comments or complaints received are to be discussed, documented and monitored to ensure that all feedback is adequately treated.

These objectives will be measured against the customer questionnaires that will be distributed to customers yearly by email.

Terracore Ltd. will not compromise the integrity of its services in an attempt to satisfy short-term goals. We are committed to long-term growth, profitability and employment of our personnel and will achieve this utilizing a business approach that takes into account the needs of all our stakeholders (e.g., employees, partners, suppliers, customers, and the environment)



Mr. Alfred Xerri - Director