

Quality Policy Statement

Established since 2000, ByBox* has revolutionised the field service logistics market with its smart lock technology and innovative supply chain solutions. With hundreds of customers across the globe, ByBox improves engineer efficiency, reduces distribution spend, minimises inventory and increases supply chain visibility.

Headquartered in Slough, our solutions pair innovative software, physical storage locations and lockers secured by our innovative smart locks, and in-night distribution, helping our customers ensure that the right critical parts arrive at the field service edge exactly when needed, reducing cost and improving first time fix rates.

ByBox is committed to continually improve the effectiveness of the Quality Management System, which will be operated to meet and exceed the requirements of ISO 9001. This will be achieved by:

- Maintaining a strong understanding of our market and customers
- Making every endeavour to 'get it right first time';
- Being honest and telling someone when we've got it wrong, so we can all help to get it right next time.
- Ensuring that our staff are developed, motivated and competent to tailor our solutions to meet our customers' exact requirements
- Making quality objectives measurable, monitoring for evidence of achievement, and forming part of our employee appraisal program;
- Regularly monitoring our processes to identify opportunities for improvement through the active involvement of customers, suppliers and employees;

The Leadership Board will ensure that this quality policy is implemented and understood within the organisation, with all the staff within the company being responsible for the quality of their work so contributing to the ongoing success of ByBox*.

This quality policy will be reviewed regularly throughout the year, with a formal review annually, to ensure that the company's objectives and goals are achieved.

Signed

Richard A. Agostinelli CEO



Date

1st April 2021

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* includes ByBox Holdings Limited and ByBox Field Support Limited

