

# Quality Policy



This policy is to communicate the Shareridge policy on quality and how it supports our main objective.

The Shareridge main objective is:

*"Offering value to our customers through safe, sustainable, efficient and innovative delivery."*

To support this, we have established six pillars (Health & Safety | Quality | Environment & Sustainability | Delivery | Customer | Commercial) with leading and lagging key measures which we monitor continuously and discussed at the senior leadership team meeting. We have integrated these into our Business Management System (BMS).

We are committed to operating and maintaining our BMS in compliance with ISO 9001.

To facilitate the operation and continual improvement of our BMS we require all Shareridge personnel to implement the Standard Operating Procedures (SOPs) and engage in the following:

- Management of non-conformances.
- Implementation of improvement and lean projects.
- Actively participate in identification of opportunities to improve.
- Actively participate in learning workshops/circles when requested.
- Actively participate in process mapping workshops when requested.
- Understanding the customers' requirements.
- Providing accountability for the quality of work and service.

Shareridge top management supported by our in-house specialists will:

- Ensure the BMS is accessible.
- Ensure the continuous improvement of our BMS.
- Ensure adequate resources are in place to implement the BMS.
- Ensure we seek feedback from clients and staff.
- Ensure the review, assessment, and action of all review activities.
- Ensure the BMS is suitable to support the business.

Our policies ensure the success of our business development and quality by encompassing the following core values:

- Early engagement to help deliver value to our projects.
- Involvement during project planning to ensure knowledge/experience included.
- Clear communication of our expectations so everyone can understand and accept them.
- Identification of opportunities to share best practice and prevent re-work.
- Ongoing commitment to continuous improvement through collaborative working.

Shareridge is committed to the success of this policy and will make it available to all other interested parties and its stakeholders.

Signed:

Paul McNamara  
Chief Executive Officer  
on behalf of Shareridge

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