

## QUALITY POLICY STATEMENT

Smith Crane and Construction Limited are committed to delivering its Clients the highest level of quality workmanship and service to ensure a successful outcome on their projects. Our commitment to and capability in quality management is achieved by:

- Providing sufficient commitment and suitable resources to implement and maintain our quality system.
- Giving quality and customer services the same emphasis as the financial and productivity aspects of the business
- Employing suitably qualified, skilled, experienced and motivated employees.
- Educating and training in order to continually improve employee skills, awareness and knowledge of quality issues and practices.
- Openly identifying, investigating and satisfactorily resolving all non-conformances as part of our long established drive for continuous improvement.
- Monitoring and evaluating the quality performance of consultants, subcontractors and suppliers by implementing effective communication with them on quality matters.
- Annually reviewing quality objectives, targets and systems as a part of our drive to maintain and improve at all times.
- Ensure our customers' needs and expectations are clearly understood.
- Comply with statutory obligations, standards, specifications and codes of practice relevant to quality management.

A handwritten signature in blue ink, appearing to read "Tim Smith", is written over a light blue rectangular background.

**Tim Smith**  
Managing Director

This Quality policy shall become effective from 3 February 2019 and shall be reviewed two yearly.  
Next review: February 2023.