

## Quality Assurance and Control (QA&C) Policy

Quality assurance and control is fundamental to the successful operation of our business, it underpins delivery of services to our utility and infrastructure clients and establishes the quality standards expected of our employees and anyone working on our behalf. Focussing on quality enhances our reputation and supports our business objective to be one of the UK's leading providers of utility and infrastructure services. As a minimum, this policy will be reviewed on an annual basis. This policy is compliant with the requirements of ISO 9001:2015. Our scope of works covers the provision subsidence solutions and treatment for ground that is experiencing subsidence or instability.

Our QA&C policy is part of an integrated management system which we will continually improve to ensure it meets our requirements, addresses risks and reflects latest standards, regulations and relevant laws. Our integrated system includes three components: occupational health, safety and wellbeing, quality assurance and control, environment and sustainability. We expect our system to be part of our everyday activities, so that employees and those who act on our behalf support our commitment to quality assurance and control.

### Our Quality Assurance and Control Commitments

#### We will:

- Proactively monitor our compliance and improve our QA&C policy, procedures and controls; incorporating lessons learnt in any improvements to our management systems.
- Consult with employees on matters relating to quality assurance or control mechanisms.
- Establish objectives at the individual and business level which set the standards and targets we expect to achieve.
- Ensure our quality assurance and control mechanisms are communicated clearly to relevant personnel, so that they can successfully deliver our business objectives.
- Provide training, information and instruction in the systems for quality assurance and control. This will include training in the use of technology systems and processes which manage quality assessment. We will provide our people with the right tools which allow them to operate safely.
- Provide clear roles and responsibilities at the corporate and individual level. Our CEO is responsible for establishing the QA&C policy and ensuring effective arrangements to review and deliver it are in place. Delegated authority for ensuring compliance and regular audits of our QA&C is discharged through our Operational Delivery Director
- Review our objectives and targets through monitoring our quality performance.
- Develop an open culture within the organisation so that we operate safely and with integrity.

#### Leadership

We expect visible leadership to demonstrate our commitment to quality assurance and control. We expect all employees and those working on our behalf, to take personal responsibility for complying with Subsidence Ltd company policies and procedures. We will supervise and monitor delivery to ensure compliance with our policies. We will engage openly with our clients to receive feedback, share best practice and enhance client satisfaction.

#### Supply Chain

We will promote this policy to any third-party contractors or suppliers undertaking work on our behalf. We will expect representatives from our Supply Chain to demonstrate compliance with our standards and management systems.

#### Compliance

Subsidence Ltd will comply with applicable legislation, standards and governing laws across the organisation. We will also respect standards set by our clients relating to quality standards and controls.

This policy will be communicated to all of our employees and organisations working on our behalf. We will ensure this policy and our quality management system is visible; displayed at our offices, on internal communications systems such as Intranet applications and the Subsidence Ltd website. It will be made available to relevant third parties.



**Signed:** Matthew O'Sullivan CEO