

## QUALITY POLICY

Our objectives are to:

- Maintain a quality system that meets the requirements of ISO 9001:2015.
- Exceed our customer's expectations in all areas of our business through innovations that provide commercial, engineering and safety benefits.
- Develop and maintain close working relationships with our clients that are built on professionalism, trust and management excellence.
- Continually improve in all areas of our business through openness to positive change.
- Conduct our business in a manner which seeks to benefit staff and the surrounding community.
- Have every employee share in our commitment to all of the company's policies.
- Deliver consistent high-quality challenging projects.
- Meet or exceed all relevant statutory and regulatory requirements.

To achieve this, we employ the following principles:

### Planning and Design

- Focus on planning as a fundamental business activity and provide adequate resources for its implementation.
- Consideration of Rock Control's Quality Policy goals in all our decision-making processes.
- Identify existing and new 'quality' risk or opportunity and take all practicable steps to eliminate or minimize non-conformance, loss and delay from exposure to those risks; or maximise benefits of opportunities.
- Align our quality management system with our health and safety and environmental management processes.

### Practices, Procedures and Process Control

- Follow all aspects of Rock Control's Business Management System (BMS).
- Ensure accurate and timely reporting and recording is maintained throughout the organisational structure.
- Comply with all relevant legislation, duties, regulations, codes of practice, guidelines and standards.
- Set quality management responsibilities, objectives and performance criteria for staff and workplaces.
- Investigate all reported non-conformance and identify and promote the associated improvements throughout the company.
- Ensure that detailed process controls are in place on all projects to ensure total compliance to design, contractual obligations, specifications, commercial legislation.

### Staff

- Train and inform all staff to fulfil their quality management responsibilities and foster their capability to improve project quality.

### Measure and Monitor

- Strive to continuously improve our BMS performance by establishing objectives and targets, carrying out regular reviews and audits, and acting quickly on non-conformance, complaints and incidents.
- Measure and monitor our performance against our quality objectives regularly, consistently and honestly, and use the results to develop effective measures aimed at improving processes and the BMS.



Andrew Kitson     16/04/2024  
Managing Director