



The HE Simm Group strives to be an industry leader in all aspects of the business and is committed to maintaining trusted relationships. At the core of this is the ability to understand and achieve clients' requirements and provide a high-quality, complete service that meets clients' expectations and delivers customer satisfaction.

Our vision is to be our stakeholders' partner of choice, delivering 'Engineering Excellence' as the standard on all projects. The company will deliver this vision by:

- | providing an Integrated Management System (IMS) complete with detailed processes across defined stages, with guidance on the most appropriate methods to pursue, satisfying all current legislation, industry standards, guidelines and the requirements of ISO 9001:2015
- | training and investing in our people's knowledge and ability
- | selecting the right people and products to ensure we get it 'Right First Time'
- | 360° key performance indicators (KPIs) from the client's experience and providing subcontractor feedback
- | utilising modern technology to track, monitor and trend to reduce defects. Identifying any risks of non-conformity from the materials and services we provide to our stakeholders.

The Group Executive Leadership Team (GELT) is responsible for complying with all current, relevant legislation that governs our business and associated activities. This is achieved by establishing the overall Quality Policy and delegating responsibility for managing the IMS appropriately. Information will be communicated to colleagues and reviewed regularly, in conjunction with overall business performance, with the aim of continually improving quality by monitoring whether processes are delivered the intended outputs.

The success of these policy aims can be communicated through:

- | Planning meticulously
- | Delivering quality
- | Checking, learning and resolving
- | Achieving the best.

The Chief Executive Officer is responsible for:

- | ensuring that effective arrangements to deliver the requirements of this policy are established and implemented across the operations
- | stipulating an effective process of assurance
- | influencing the workforce to achieve the highest standard possible
- | providing colleagues with adequate resources to ensure high quality is achievable
- | upholding compliance of overall business and legal requirements.

It is the responsibility of every employee, subcontractor and associated third party to:

- | only undertake tasks they are confident, competent and capable of delivering 'Right First Time'
- | pursue additional knowledge and challenge in order to facilitate the continual improvement of the business
- | pride themselves on the service they provide
- | comply with arrangements set out in this policy, integrating them within their working day.

We will bring this policy to the attention of our employees, supply chain partners, associated third parties and other interested parties. It will be reviewed annually as a minimum, or as and when required.

GARETH SIMM
Chief Executive Officer
(CEO)

ANTHONY MELIA
HESQ Director

01 AUGUST 2023
(expires 31 JULY 2024)