

POLICY STATEMENT

Quality

Quality Policy Statement

This Policy Statement outlines Cundall's commitment to delivering the highest standard of quality in all areas of our operations by working efficiently, safely, and responsibly to meet and exceed client expectations.

We are dedicated to continual improvement, enhancing client satisfaction, developing our people, and strengthening our professional reputation.

Cundall is committed to:

- Establishing, implementing, maintaining, and continually improving a Quality Management System (QMS) in line with ISO 9001:2015 that ensures consistent delivery of services and supports strategic objectives.
- Complying with all applicable statutory, regulatory, and contractual requirements relevant to our services and activities.
- Setting, monitoring, and reviewing quality objectives and performance indicators that support continual improvement, technical excellence, and client satisfaction.
- Promoting a culture of quality awareness, accountability, and client focus across all levels of the organisation.
- Ensuring that employees receive appropriate induction, training, and development to maintain a high level of competency and service excellence.
- Encouraging multidisciplinary collaboration and clear communication to ensure coordinated, integrated project delivery.
- Applying risk-based thinking and conducting regular audits and management reviews to proactively address issues and identify opportunities for improvement.
- Empowering all departments to set and achieve quality-related goals and to contribute actively to the success of our quality framework.
- Ensuring this Quality Policy is communicated, understood, and made available to all relevant interested parties.

This Policy Statement provides a framework for setting, monitoring, reviewing and achieving our objectives, programmes and targets. It will be reviewed at least annually, or sooner if significant changes occur, to ensure its continued suitability, adequacy, and effectiveness.

This Policy is communicated to all employees and is made available to relevant interested parties to promote awareness, understanding, and compliance.

August 2025



Graham Barker
Partner - Quality Assurance
Signed by: g.barker

August 2025



Carole O'Neil
Managing Partner
Signed by: c.oneil

