

## Quality Policy

### 1. *Our Commitment*

- 1.1. To meet or exceed our customer's expectations by delivering high quality, value for money products and services in a timely manner.
- 1.2. To comply with the project briefs, specifications, design codes, regulatory requirements, and sound engineering and construction practices.
- 1.3. To continually improve the quality management system to enhance the company's performance with regards to the provision of our building and construction related products and services.

### 2. *Company Responsibilities*

To meet our commitment to quality, Shelford will:

- 2.1. Set clear, measurable and achievable quality standards and objectives, which are provided to employees, sub-contractors and suppliers
- 2.2. Ensure that employees, sub-contractors and suppliers acknowledge, accept and comply with their responsibility to provide our clients with products and services which meet our quality standards and objectives
- 2.3. Provide and maintain sufficient work facilities, resources, and equipment to allow us to meet our quality standards and objectives
- 2.4. Provide appropriate procedures, supervision, training, instruction and management processes to achieve the quality standards and objectives for the work being performed
- 2.5. Monitor and review our service provision and processes, identifying potential errors and implementing the necessary actions to eliminate them
- 2.6. Identify, report, investigate and resolve all nonconformance and take action to prevent recurrence
- 2.7. Uphold regulatory compliance including ongoing review of statutory obligations, standards and codes of practice that apply to our Business
- 2.8. Conduct an annual review of our Quality Policy to ensure that it remains relevant to our legal obligations and to the changing needs of our stakeholders

### 3. *Worker Responsibilities*

To meet our commitment to quality, all workers on Shelford sites are required to:

- 3.1. Take all reasonable steps to ensure products and services delivered under their control meet our quality standards, objectives and processes
- 3.2. Comply with all reasonable management instructions or directions related to the provision of products and services, or remediation of errors or deficiencies in their delivery
- 3.3. Report all identified non compliances to their Supervisor or Manager prior to progressing the work, no matter how minor
- 3.4. Engage in consultation with management to improve the quality of our products and services



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John Mijacika  
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1/7/2024