

## 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

#### **4. Other Policies**

4.1. Employees are encouraged to read this policy in conjunction with other relevant company policies, including but not limited to:

- Health and Safety
- Environmental
- Fitness for Work
- Drugs and Alcohol
- Vehicle usage
- Mobile devices usage

#### **5. Policy Compliance**

5.1. If a worker is found to have deliberately breached this policy, disciplinary action, (including but not limited to exclusion from site, counselling, referral to police or termination of employment or contract), will apply.

5.2. Disciplinary actions will depend on the severity of breach of policy, including the potential impact on the quality of the product, financial impact, compliance with code, client satisfaction and reputation.



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John Mijacika  
**Managing Director**  
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**Corporate Services Manager**  
1/7/2025