

## Quality Policy

APEM Group is fully committed to achieving the highest quality standards in the services we provide to our customers by exceeding their needs and expectations, complying with applicable requirements and focussing on continual improvement and innovation.

We have established quality objectives and procedures as part of our Integrated Management System. All employees are informed about the quality policy and their personal responsibility for attaining high standards at induction and during on-going training.

This Quality Policy delivers our commitment to our quality objectives and is compliant with ISO 9001 and its guidance.

To achieve our quality objectives and meet the requirements of ISO 9001, the Group Board requires all Sectors within the APEM Group to have in place the necessary arrangements to comply with this policy, to:

- Achieve compliance with all relevant statutory and regulatory requirements as well as requirements of international standards;
- Develop staff competencies and providing adequate resources to ensure employees are supported to achieve high standards;
- Promote customer focus by enhancing customer satisfaction and avoiding conflicts of interest;
- Select suppliers and sub-contractors who share our commitment for quality;
- Recognise risks to successful delivery and take effective action to address these;
- Undertake regular internal audits and monitoring of our processes and systems to identify opportunities for improvement and sharing of best practice; and
- Reviewing the effectiveness and suitability of the quality management system to ensure it is in line with business growth.

APEM Group is committed to the continual improvement of the quality management system and ensuring each of our Sectors can fulfil their duties in order to comply with this policy.

Reference	Version	Date released	Approved by
T1-GP-002	2	September 2023	Leah McGimpsey, Chief Executive Officer, APEM Group 
This policy is communicated and published on the company website for all interested parties.			
This policy is subject to periodic review and change to ensure it remains valid. The review period is annotated within the Version Control section, or the policy may be reviewed prior to this date when prompted by context, such as developments in legislation, industry practice, or the organisation. This Policy has been Equality Impact Assessed and no adverse impact has been identified.			