

### 1. Objective

1.1 At Castlemore we are committed to:

- (a) continual improvement of our quality management system to enhance our service delivery performance;
- (b) making best use of our management resources in all quality matters; and
- (c) meeting all of our compliance obligations in line with the industry codes of practice, government guidelines and appropriate legislation and regulations.

1.2 The quality of the service and work provided by Castlemore to the end user is the concern of every member of the organisation.

1.3 Our objectives are therefore to:

- (a) ensure we satisfy our customers' needs and expectations;
- (b) meet the commitments made to customers within the agreed timescale;
- (c) perform our work in a responsible manner;
- (d) use qualified and experienced staff with the capabilities to achieve our goal; and
- (e) train our staff on Castlemore's policies and procedures to develop the skills and abilities to meet our joint aspirations.

1.4 It is Castlemore's belief that, in operating to these standards, we will achieve the needs and expectations of our customers.

1.5 This Policy is available to the public and all interested parties upon request. It is communicated to all person(s) working for or on behalf of Castlemore (as part of our induction training) and is available to all employees via access to our document control system.

1.6 The overall responsibility for Quality management throughout the Company is vested with the Group Chief Operating Officer and the Group HSQE Director who will both ensure this Policy is implemented.

1.7 This Policy is reviewed to ensure its ongoing suitability, as and when there are key changes (e.g., in customer, legislative, operational requirements etc) and annually as a minimum.

**Michael McDonnell**  
**Group Chief Operating Officer**