

# Pell Frischmann

## QUALITY POLICY

The Company's policy on quality applies to all companies in the Pell Frischmann Group including any subsidiaries.

The Company is a multi-disciplinary engineering consultancy providing expertise in infrastructure and the built environment.

The Policy of the Company is that our services to the client are performed in a manner that satisfies client's and relevant interested parties needs and expectations, compliance obligations regarding quality, health and safety, environment, reliability and performance criteria.

This Policy has been formalised in the Company's Quality Management System. The Quality Management System addresses the model specified in ISO 9001: 2015 – Quality Management System Requirements. The scope of the Quality Management System is:

- Project management
- Multi-disciplinary design
- Principal Designer services
- Quantity surveying services
- Construction supervision

The Quality Management System has the active commitment of the Board and Senior Management Team, who identifies business improvements and ensures the Quality Management System is continually improved. The ultimate responsibility for the Quality Management System is with the Board and the Managing Director who provides the necessary financial and physical resources.

The Quality Management System is communicated and understood at all levels of the Company through formal training and on-the-job support, to achieve our quality standards. All Company personnel are responsible for the quality of their own work and that of personnel reporting to them and must observe and comply with the Quality Management System.

The business objectives of the Company are as follows:

- To maintain a well-trained workforce with appropriate expertise
- To encourage a culture of innovation, both technically and in the way, we work
- To deliver clients superior quality, integrity, value and service
- To acquire new clients whilst retaining existing clients by delivering flexible, tailor-made solutions to meet the clients' objectives and needs
- To provide a return to stakeholders

*Iain Bisset*

**Iain Bisset**  
**Managing Director**  
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