

Collen Quality Policy Statement

1. Commitment

Collen has over 200 years' experience with a strong reputation for delivering excellence in building. The company strives to maintain its reputation and is committed to providing an outstanding service to its customers. To achieve this, Collen has developed and applied an effective Quality Management System (QMS) throughout its operations, which supports the delivery of a professional and efficient service while maintaining compliance with industry standards, regulations, and customers' requirements.

The senior management of Collen is fully committed to continuous improvement, ensuring that all employees and stakeholders adhere to QMS operating procedures and comply with legal and regulatory requirements across the company's operational regions. At Collen, *"Quality is a culture within the company led by the behaviour and attitude of senior management which flows into each layer of the organization"*.

2. Aim and Scope

Quality forms an integral part of the Collen strategic planning for increased efficiency and sustainable growth. The application of a comprehensive QMS of processes and practices will enable the Company to increase quality to the highest standards, as well as ensure compliance with all local legislation, regulations, codes of practice and relevant standards.

Coverage: The Quality Policy applies to all stages of project development, from initial planning and design to construction, commissioning, and handover. It encompasses all operational activities within Collen, including project management, procurement, engineering, and construction. The policy extends to all regions where Collen operates.

Applicability: The policy applies to all Collen employees, contractors, suppliers, and stakeholders involved in Collen's projects and operations. While the Managing Director and senior management holds ultimate responsibility for quality, every employee plays a crucial role in embedding quality within the organization. Each team member is responsible for upholding the commitment to quality within their respective areas of work.

Boundaries: The Quality Policy sets the boundaries for maintaining quality standards and processes, ensuring that all activities and operations align with the company's commitment to excellence.

Compliance: Collen is committed to complying with all relevant legal, regulatory, and industry standards applicable to its projects and operations. The policy ensures that Collen adheres to the highest standards of quality, safety, and environmental responsibility while in accordance with ISO 9001:2015; 14001:2015 and 45001:2018 framework.

Continuous Improvement: This policy emphasizes continuous improvement, with a focus on enhancing quality performance, processes, and systems. Collen is dedicated to identifying areas for improvement and implementing measures to enhance quality throughout its operations.

Communication: This Policy must be communicated to all employees and prominently displayed on the Company notice board. Additionally, it is documented in the Company comprehensive Quality Manual, which is communicated and accessible to all employees via the company intranet.

3. Objectives

Collen's quality objectives focus on ensuring excellence in construction and project management delivery while meeting customer requirements and adhering to industry standards. Collen also recognises its responsibility towards Sustainability and Environmental, Social, and Governance (ESG) principles. The company is committed to minimizing its environmental footprint, promoting social equity, and upholding the highest standards of corporate governance in all its operations. These objectives include but not limited to:

- Implementing and maintaining processes to ensure the health and safety of all employees, contractors, and stakeholders as paramount.
- Enhance and promote commitment to "right at first time" approach, while complying with all legal, regulatory, and industry standards.
- Ensuring projects are completed according to customer specifications and requirements, while adhering to sustainability and ESG principles.
- Continuously improving the effectiveness of the Quality Management System (QMS), fostering a culture of continuous improvement.
- Monitoring quality performance through regular audits and promote training opportunities to enhance staff skills and competencies.
- Promoting a culture of quality throughout the organization, led by senior management.
- Enhancing communication and understanding of quality responsibilities among employees, contractors, and stakeholders.
- Promoting training and development opportunities for our workforce to enhance their skills and competencies.

Derek O'Connor
Managing Director