

## 30.2 Quality Assurance Policy Statement

### Summary

Cairn Cross will achieve business excellence through its policies, procedures, and people. 'Lean' principles will be adopted to ensure inefficiency is managed effectively, performance objectives consistently improve our position in the market place, and the quality of the Cairn Cross product is seen to be exceptional. Our customers and stakeholders will experience operational excellence through our desire to provide solutions and the delivery of great service.

### Principles

Maintain a relevant Quality Management System that is assessed and certified to the requirements of ISO 9001. The Management System inspection sheets and checklists act as stage checks to verify and record compliance with our objectives and the customer specifications. Documentation will be retained as required to evidence compliance and record verification.

Ensure that all work is planned thoroughly in accordance with the Quality Management System, any necessary deviation to plan will be communicated with the customer and agreed prior to implementation.

Implement structured performance management processes that adopt lean strategy. Key Performances Indicators (KPI's) will be used to identify positive, negative, or consistent trends and will be one of the triggers to develop an action plan against specific concerns. The KPI's will also assist to drive continuous improvement within our processes.

Introduce an autonomous and team orientated leadership culture that drives its people to take ownership of their area of responsibility and work as a team to deliver the agreed objectives.

Implement mechanisms to effectively capture lessons learned, best practice, and innovation, which drive continuous improvement in our Performance strategy.

Create effective communication lines that encourage feedback, comments, and identified concerns to further improve all actions related to Quality.

Cairn Cross is committed to working with its customers and suppliers to establish and maintain the highest quality standards.

### Objectives

Continuous improvement against all KPI's.

### Responsibilities

Corporate Governance - Responsibility for the effective management of Quality rests with the Cairn Cross Board of Directors.

Business functions - Each business function shall implement the Cairn Cross Quality policy and develop any specific function requirements.

Line management – Quality is a line management responsibility. Each manager will make regular assessments of Quality within their area of responsibility and ensure that the processes, procedures and controls are sufficient to maximise performance in their activities.

Employees - All employees have a Quality responsibility. They must fully co-operate with their managers and colleagues to promote a culture that optimises its overall performance.

### **Communication**

Cairn Cross Group will ensure that all personnel have sufficient facilities, information, instruction, training and supervision as is necessary to fulfil their roles and responsibilities for Quality.

This Policy will be prominently displayed at all Company sites and workplaces and will be made publicly available via the Company website. The Policy, together with the associated procedures contained within the Integrated Management System, will be formally reviewed at least annually to ensure its continued suitability, adequacy, and effectiveness. Reviews may also be undertaken in response to legislative or regulatory changes, changes in Company activities, operational requirements, or other external factors. Any material amendments will be communicated to employees and relevant interested parties to ensure ongoing awareness and compliance.

Signed

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Phil Williamson  
**Managing Director**