

1. Objective

- 1.1 It is the policy of the company to maintain an Integrated (Quality, Environment and Health & Safety) Management System (IMS) that is designed to meet the requirements of the ISO 9001, ISO 14001 and ISO 45001 standards and is in pursuit of our core values together with our primary quality, environment and health & safety management objectives.
- 1.2 At SmartParc 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.
- 1.3 The quality of the service and work provided by SmartParc to the end user is the concern of every member of the organisation.
- 1.4 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 SmartParc's policies and procedures to develop the skills and abilities to meet our joint aspirations.
- 1.5 It is SmartParc's belief that, in operating to these standards, we will achieve the needs and expectations of our customers.
- 1.6 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 SmartParc (as part of our induction training) and is available to all employees via access to our document control system.
- 1.7 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.
- 1.8 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