

**‘We will deliver quality products and services that are safe  
and achieve outstanding customer satisfaction.’**

Emico Limited shall achieve the above statement by implementing, maintaining, and continually improving our quality management system, in full alignment with the ISO 9001:2015 requirements.

Emico Limited shall:

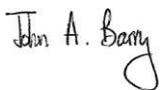
- Ensure a culture of quality excellence through leadership, quality management and spirit of involvement by all managers, thus committing to providing the highest level of system and support to delivery of our services and projects.
- Provide the resources and top management commitment to maintain an effective, comprehensive, transparent, and understandable quality management system.
- Promote the use of a process approach and risk-based thinking.
- Develop our employees so they have the comprehensive skills, expertise, qualifications, and mindset for quality excellence.
- Work in collaboration with our customers to understand their needs and expectations to achieve customer satisfaction.
- Work collaboratively with our suppliers, subcontractors and interested parties to ensure mutually beneficial satisfaction and rewards from delivering our services and projects.
- Establish the quality plans and objectives necessary to achieve customer satisfaction and business goals.
- Conform to and satisfy the requirements of all relevant legislation, regulations, and standards to which the business subscribes.
- Identify risks to quality and implement action to eliminate the root cause and prevent their occurrence.
- Ensure that foreseeable risks associated with our construction activities are designed out at source.
- Continuously improve our processes, products, and services to optimise performance and efficiency.
- Strive to eliminate all sources of errors, defects, waste, non-conformance, and inefficiency; and
- Measure, report and make visible the extent to which the objectives have been met.

**Quality and Customer Satisfaction are the foundation stones of our business and all managers and employees shall be fully committed to satisfying the requirements of this Policy.**

This policy shall be communicated to all employees and organisations working for/or on our behalf, who will co-operate and assist in the policy’s implementation.

This policy shall be reviewed annually by top management and where deemed necessary. will be amended and re- issued.

This policy is available to relevant interested parties, upon reasonable request.



John Barry  
Managing Director  
January 2025