

# Quality Management Policy

## Purpose

This Policy establishes pitt&sherry's commitment to technical excellence and aim to continuously improving our processes, systems and delivery to our clients and communities.

The Policy applies to all pitt&sherry directors, officers, employees and contractors across all operations and activities.

## Policy

pitt&sherry's *Quality Management System (QMS)* establishes the requirements and capabilities that aim to function to ensure we:

- Embed quality management information and tools within our project delivery processes and systems
- Capture, understand and act on opportunities to continually improve our systems, services and operations
- Identify and meet our clients' expectations to provide required outputs and information in efficient and effective ways; and
- Establish clear accountabilities throughout the organisation and build a 'quality first' culture across all our delivery and enabling functions.
- Monitor the application and effectiveness of our quality management processes across our projects and operations.

## Commitments and practices

To enable and deliver its policy requirements pitt&sherry will:

- Establish a QMS that meets requirements of ISO 9001 Quality Management Standard
- Seek and act on feedback and performance reviews with our clients and communities
- Detail roles and responsibilities for quality management within role descriptions and project management plans
- Provide training and information to our people in ways that builds and sustains the capabilities needed to meet our quality policy objectives
- Establish performance reporting and monitoring processes that inform and direct our continuous improvement practices, applying an equal focus to understanding when we meet or exceed quality management requirements, as well as when there are opportunities or improvement
- Undertake structured reviews of service and operational quality aspects detailed in our risk registers; and
- Include assessment and verification of our quality management practices in our internal assurance and audit programs.

This policy should be read in conjunction with other policies that are available on the internal intranet. The Board of pitt&sherry are responsible for this Policy. The CEO and the Executive team drive its implementation. All our people have responsibility for understanding this Policy, its intent and implementation.

# Appendix — Document control information

## Document status

The current status of this document is shown below.

|                       |                                  |
|-----------------------|----------------------------------|
| <b>Title</b>          | <b>Quality Management Policy</b> |
| <b>Version</b>        | Rev06                            |
| <b>Effective date</b> | 7 May 2025                       |
| <b>Prepared by</b>    | Head of HSSE                     |
| <b>Reviewed by</b>    | CEO                              |
| <b>Authorised by</b>  | The Board                        |

## Document history

The history of changes made to this document is shown below.

| <b>Version</b> | <b>Date</b>     | <b>Author</b>                                    | <b>Description / Changes</b>                                                                                                                                              |
|----------------|-----------------|--------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>A</b>       | 27 October 2015 | Company Secretary                                |                                                                                                                                                                           |
| <b>B</b>       | 26 May 2017     | GE-Technical Development & Risk                  | Amendment to services                                                                                                                                                     |
| <b>00</b>      | 2 March 2018    | GE-Technical Development & Risk                  | Update AS Standard reference                                                                                                                                              |
| <b>04</b>      | 24 April 2020   | Risk & Integrated Management Systems Coordinator | Correcting grammatical error                                                                                                                                              |
| <b>05</b>      | 11 June 2024    | Head of HSSE                                     | Policy re written with Inclusion of Commitment and Practices that detail how p&s will meet the purpose of the Policy. Alignment of Policy format to other Board Policies. |
| <b>06</b>      | 7 May 2025      | Head of HSSE                                     | Updated to improve alignment with ISO 9001 Standard monitoring requirement and reflect pitt&sherry project delivery processes                                             |