

Quality Control Procedures Manual

Quality Policy

It is the policy of CIPS Ltd to maintain a quality system designed to meet the requirements of ISO 9001:2015 in pursuit of its primary objectives, the purpose and the context of the Company.

The Quality Control Procedures (QCP) adopted within this manual and its supporting procedures reflect the strategic decision by CIPS Ltd to adopt a process approach to service delivery in order to ensure compliance with its clients' requirements and to enhance client satisfaction in a consistent and controlled manner as CIPS Ltd grows and expands its areas of operations and services.

It is the policy of CIPS Ltd to:

- give satisfaction to all our clients and other stakeholders and interested parties whenever possible, meeting and exceeding their expectations;
- comply with all legal requirements, codes of practice and all other requirements applicable to our activities;
- reduce hazards, prevent injury, ill health and pollution;
- provide all the resources of equipment, trained and competent staff and any other requirements to enable these objectives to be met;
- ensure that all new employees, consultants and associates are made aware of their individual obligations in respect of this Quality Policy;
- maintain a management system that will achieve these objectives and seek continual improvement in the effectiveness and performance of our management system based on risks and opportunities.

This Quality Policy provides a framework for setting, monitoring, reviewing and achieving our objectives, programmes and targets.

Client service is an essential part of the quality process and to ensure this is fulfilled, all employees will receive training to ensure awareness and understanding of quality and its impact on client service.

To ensure the Company maintains its awareness for continuous improvement, the Quality Control Procedures are regularly reviewed by the Managing Director and Management Representative to ensure they remain appropriate and suitable to our business. The QCP are subject to both internal and external annual audits.

This approach considers the application of a system of standard procedures to be applied to service delivery, as well as the identification, interaction and management of those

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procedures. This approach to quality control is consistent with the requirements specified by ISO 9001:2015, as it applies to the services provided by CIPS Ltd.

The procedures, policies and practices outlined herein are to be applied to all the activities of CIPS Ltd and are to be adopted by all new employees, consultants, associates or others to be engaged by CIPS Ltd through its planned organic growth or growth through acquisition or joint venture.