

	<h1>Quality Policy</h1>			No.: TSL-POL-GRP-002
				Version: 06
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Document Type: Policy	Company: TSL	Document Owner: Head of Quality	Document Approver: Group Chief Operating Officer	Document Classification Public

## 1.0 Commitment

- 1.1** TSL Ltd is a construction group, which manage and design construction projects, predominantly in the Logistics, Food, Data Centre, Technology and Pharmaceutical sectors.

At TSL Ltd, we are unwavering in our commitment to deliver the utmost quality to not only enhance client satisfaction but also to mitigate risks in project delivery and throughout our supply chain. We recognise that achieving the highest quality standards is pivotal in improving our market value and reputation, as well as fostering the well-being and engagement of our employees.

## 2.0 Our Policy

- 2.1** Our quality philosophy is deeply ingrained in our client-centric Governance Framework, fortified by rigorous internal controls. These controls are meticulously designed to assure the timely completion of our projects, strictly in accordance with our clients' specifications, budgetary constraints, and in full compliance with relevant statutory and regulatory requirements. To achieve these paramount objectives, we adhere to a set of core principles:

- **Client Satisfaction:** Our foremost commitment is to meet and surpass our clients' expectations. We proactively engage with our clients, striving to comprehend their needs, communicate effectively, and deliver solutions that align with their vision.
- **Market and Technical Expertise:** We actively acquire, retain, and engage market and product knowledge, as well as technical expertise in the construction realm. This enables us to offer best practices and solutions to our clients.
- **Partner and Supply Chain Management:** We meticulously evaluate, select, and oversee suitable partners, supply chains, and contractors for our projects. Engaging with them and monitoring their performance ensures project success.
- **Continuous Improvement:** We foster a culture of continuous improvement, identifying areas for enhancement through ongoing training, monitoring, and feedback. This commitment ensures consistent quality across all our projects.
- **Innovation and Technology:** We enthusiastically embrace innovation and leverage cutting-edge technologies to enhance the efficiency, accuracy, and quality of our work. We remain informed about industry trends to ensure we deliver solutions that stand the test of time.
- **Optimised Delivery:** Through a cycle of continuous improvement, we optimise the efficiency of our activities, making optimal use of resources and timing.
- **Feedback and Improvement:** We actively listen to feedback from our clients, supply chain partners, employees, and other relevant stakeholders. This valuable input drives our commitment to improving performance.
- **Quality Excellence:** We continually strive for excellence in our workmanship, materials, and methods. Our skilled professionals take pride in their craftsmanship and are dedicated to delivering projects of the highest quality.
- **Effective Project Management:** We manage our projects through efficient programs, project management plans, and internal controls, all of which are vital for effectiveness. Continuous evaluation, reporting, analysis, and review are conducted for improvement.
- **Thorough Inspection and Testing:** All necessary inspections, tests, and requisite traceability documentation are meticulously completed and verified by TSL before sectional and practical completion.

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- **Safety and Sustainability:** Quality is inherently linked with quality Safety and sustainability. We prioritise the safety of our workforce and the communities we work in, while implementing environmentally responsible practices that contribute to the well-being of the planet.
- **Competency and Training:** Our workforce is equipped with the necessary competencies through robust training programs. We cultivate a culture that embraces risk-based thinking and actively supports employee contributions to the effectiveness of our quality management system.
- **Compliance and Standards:** TSL is steadfast in complying with all relevant laws, regulations, codes, and industry standards. We maintain a stringent quality control process to ensure that our work meets or exceeds these requirements.

**2.2** We ensure that this quality policy is comprehended by all our employees and individuals operating under TSL's jurisdiction. Clear responsibilities and accountabilities are defined, communicated, and thoroughly understood by all.

This Policy is accessible to any interested parties upon request. It is disseminated to all individuals affiliated with TSL, including employees, as a component of our induction training, and is readily accessible to all staff through our document control system.

### 3.0 Integrated Management System

**3.1** Our company is committed to upholding an Integrated Management System (IMS) that encompasses Quality, Environment, and Health & Safety. This system is meticulously crafted to align with the ISO 9001, ISO 14001, and ISO 45001 standards while concurrently advancing our fundamental values and primary objectives in quality, environmental, and health & safety management.

### 4.0 Responsibilities

**4.1** The TSL Ltd. Board is accountable for quality matters. It's Directors and Managers are required to be responsible for quality performance in their areas of control.

The scope of our ISO9001 accreditation applies to all activities, facilities, and operations within TSL and our externally provided services. The overall responsibility for quality management throughout the Company is vested with the Chief Operating Officer and Head of Quality who will both ensure this Policy is implemented.

### 5.0 Policy Review

**5.1** 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.

The board of Directors endorse this policy and shall ensure that it is implemented and communicated accordingly

#### Approved By:

*Michael McDonnell*

Michael McDonnell  
Group Chief Operating Officer