Quality Policy Statement

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The Quality Policy of Cuffe PLC is to consistently meet and exceed our clients' expectations by delivering products and services that conform to the highest standards of quality, in compliance with **BS EN ISO 9001:2026**, relevant industry standards, British Standards, and customer-specific requirements.

This quality policy is appropriate to the purpose and context of Cuffe PLC, taking into account the nature, scale, and environmental impacts of our construction-related activities. It supports the organization's strategic direction and provides a framework for setting and achieving quality objectives.

Our aim is to provide services that not only meet but also anticipate the client's needs and conform to the applicable regulations, codes, and specifications. We are committed to promoting a culture of quality and ethical behaviour throughout the organization, ensuring that all personnel conduct business with integrity, transparency, and professionalism.

We are committed to continuously improving our performance by:

- Setting clear standards for quality for each activity and ensuring these are communicated effectively to all employees and suppliers, providing a framework for establishing measurable quality objectives aligned with our strategic goals
- Encouraging all personnel and suppliers to adopt a "Right First Time" attitude to their work, focusing on pre-planning, attention to detail, and eliminating errors before they arise
- Investing in comprehensive training and instruction to ensure employees are equipped with the necessary knowledge and skills, supported by a fully documented system that guides our operations
- Continuously identifying and solving problems promptly to improve our offering and drive efficiency across all areas of the business
- Aligning our operations with environmental sustainability, climate change considerations, and evolving regulations to contribute to long-term success in a dynamic business context

The core objectives of Cuffe PLC are to ensure that our management systems, products, and services consistently deliver:

- Confidence that our clients' requirements for quality and conformance are achieved consistently
- Confidence in our management team and staff, ensuring that quality requirements are effectively fulfilled, maintained, and improved
- Commitment to fulfilling the needs and expectations of all interested parties, including clients, employees, suppliers, regulatory bodies, and society at large

This quality policy is established, implemented, and maintained by Cuffe PLC. We recognize that the motivation and performance of our employees are directly linked to their training, understanding of their roles, and their involvement in the company's continuous improvement processes. To this end, we will communicate this Quality Policy at all levels of the organization and ensure it is understood and implemented by all employees and relevant interested parties.

Additional quality objectives and Key Performance Indicators (KPIs) will be set during the Management Review process and communicated to relevant stakeholders. These objectives will be measurable, aligned with our strategic goals, and reviewed periodically to ensure they remain relevant.

At Cuffe PLC, quality is the responsibility of all employees. We are committed to a culture of continuous improvement and ethical behaviour, and all personnel are encouraged to proactively contribute to the achievement of our quality goals.

A Director is charged with the overall responsibility and authority to implement this policy. All Cuffe PLC employees are trained and responsible for familiarizing themselves with the relevant areas of the management system that impact their work.

This policy will be reviewed at least annually or when a change in business direction is required, to ensure its continuing suitability, adequacy, and effectiveness.

Quality of workmanship is the responsibility of all employees of the company.

Name Simon Cook

Signed

Position Managing Director

Date 17/06/2026