

## **Quality Policy**

### **STATEMENT OF INTENT**

Nu Group Services Limited is committed to delivering consistently high standards of service to its customer to agreed requirements and timescales. We encourage a right first-time culture, reducing defects and re-work. We are committed to continual improvement through the adoption of innovative techniques and best practices that exceed customer expectations and achieve better performance outcomes. We will actively involve our employees and ensure through training that they are aware of the quality critical aspects of their activities and accept clearly defined responsibilities for the quality of their work.

### **RESPONSIBILITIES**

Responsibility for implementing this policy statement ultimately lies with the Managing Director of Nu Group Services Limited. This includes the responsibility to ensure the provision of adequate resources for its implementation. It is the responsibility of every employee and person working on behalf of the company to comply with this policy statement and its associated arrangements.

### **ARRANGEMENTS**

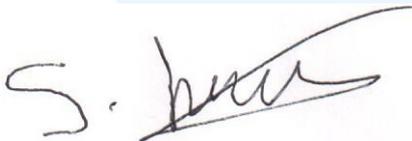
The controls for quality management are contained within Nu Group Services Limited's Management System and comply with the minimum requirements of ISO 9001. The Management System will be continually improved in line with the needs of the business. This policy statement will be brought to the attention of employees, supply chain partners and persons working on behalf of Nu Group Services Limited. Quality controls set out objectives and targets that demonstrate our commitment to:

- Working closely with our customers, partners, designers and subcontractors
- Identifying key customer requirements and standards such as ISO 9001, 14001 & OHSAS 18001
- Getting our work "right first time" by operating trained, competent and motivated teams
- Ensuring that the established culture of continual improvement at every level of the organisation is effective
- Comply with all legal requirements

### **PERFORMANCE MANAGEMENT, MONITORING AND REVIEW**

Compliance with this policy statement and associated environmental arrangements will be assessed as part of the Nu Group Services Limited active monitoring regime, including Annual Management Review. We regularly monitor our quality performance, working closely with our customers and supply chain to achieve continual improvement. This policy statement and its associated arrangements will be reviewed at least annually.

### **AUTHORISATION & DATE**



**Scott Knowles** 01/01/2021

**Managing Director**