



TIMESING

HONEST SUPPORT, PRECISE ADVICE.

QUALITY POLICY



1 Introduction

The Quality Policy of TIMESING is our formal declaration outlining our commitment to ensuring the quality of our products, services, and operations.

This policy is to ensure so far as it is reasonably practicable that our operations will be carried out with a commitment to maintaining high standards and continuous improvement to meet client expectations and comply with relevant standards or regulations.

2 Key Elements

The key elements we utilise to manage our quality and maintain our Corporate Social Responsibility are:

- **Commitment to Quality:** We declare that we are dedicated to maintaining high-quality standards in everything we do, from product development to client service.
- **Client Satisfaction:** We focus on meeting or exceeding client expectations and requirements, ensuring that client needs are central to our quality efforts.
- **Compliance with Standards:** We adhere to relevant quality standards, industry-specific regulations, and legal requirements.
- **Continuous Improvement:** We are committed to ongoing review and improvement of processes, products, and services to enhance quality over time including the use of tools like performance monitoring, audits, and feedback loops.
- **Employee Involvement:** We involve all employees and our supply chain in maintaining quality standards. This includes training, engagement in quality initiatives, and encouraging employees and our supply chain to contribute to problem-solving and improvement efforts.
- **Accountability:** We clearly define responsibilities and how we monitor and measure the effectiveness of our quality management practices.



3 Regulated by RICS

TIMESING is regulated by the Royal Institution of Chartered Surveyors (RICS).

Firm Registration Number 900488

This means that TIMESING adheres to globally recognised ethical and professional standards and the RICS ensures that we:

- Comply with RICS rules of conduct
- Practice with integrity, transparency and professionalism
- Manage conflicts of interest appropriately
- Safeguard client money
- Provide adequate indemnity
- Handle complaints and disputes fairly

The RICS is designed to effect positive change in the built and natural environments. Through respected global standards, leading professional progression and trusted data and insight, the RICS promote and enforce the highest professional standards in the development and management of land, real estate, construction and infrastructure.

The RICS work with others to provide a foundation for confident markets, pioneer better places to live and work and create a force for positive social impact.

This regulated status provides our clients with confidence and security, knowing that TIMESING operates to high standards and is regularly monitored by RICS.

4 Review and Update

This Quality Policy Statement will be regularly reviewed and updated as necessary. The management team endorses these policy statements and is fully committed to their implementation.

This policy has been approved & authorised by:

Name:	Paschal Walsh
Position:	Managing Director
Date:	1 September 2024