

Quality Management and Incident Prevention

Issue Date: 02.02.2025

Policy Statement: QBES Ltd is committed to maintaining the highest standards of quality management to ensure the excellence of our construction output and overall performance. We recognize the importance of effective quality management in preventing incidents of sub-standard delivery and are dedicated to implementing robust arrangements to achieve these goals.

1. Quality Management System (QMS):

We have established a comprehensive Quality Management System that aligns with industry standards and best practices. This system includes:

- **Quality Planning and Risk Management:** Defining quality objectives, outlining responsibilities, and establishing processes to meet project requirements.
- **Quality Control:** Implementing regular inspections and testing procedures to monitor construction activities and materials.
- **Quality Assurance:** Conducting audits and assessments to ensure compliance with established quality standards and project specifications.

2. Training and Development:

We prioritize the continuous training and development of our workforce to enhance their skills and knowledge related to quality management. This includes:

- Regular training on quality control techniques.
- Keeping personnel updated on industry standards and regulations.
- Encouraging team members to participate in certifications and professional development programs.
- Utilizing online platform (Citation's Atlas Hub) to provide personnel with most relevant free of charge training on a regular basis

3. Supplier and Subcontractor Management:

We maintain strong relationships with our suppliers and subcontractors, ensuring they adhere to our quality standards. This includes:

- Conducting thorough evaluations and audits of suppliers and subcontractors.
- Establishing clear quality expectations and performance criteria in contracts.
- Implementing a feedback mechanism to address any quality issues promptly.

4. Corrective Action and Improvement:

To address any instances of sub-standard delivery, we have implemented a robust incident reporting and feedback mechanism. This includes:

- A clear process for reporting quality-related incidents or concerns.

- Analyzing incidents to identify root causes and prevent recurrence.
- Encouraging open communication and feedback from all employees to foster a culture of continuous improvement.

5. Continuous Improvement:

We are committed to continuous improvement of our quality management practices. This includes:

- Regularly reviewing and updating our QMS to adapt to changing industry standards.
- Setting measurable quality objectives and performance indicators.
- Conducting management reviews to assess the effectiveness of our quality management efforts and identify areas for improvement.

Conclusion: By implementing these arrangements for effective quality management, we are dedicated to reducing and preventing incidents of sub-standard delivery. Our goal is to ensure that every project meets or exceeds client expectations, thereby enhancing our reputation as a leading construction company.

Date: 01/02/2025	Date of next review: 01/02/2026
Signed by: Manuel Irimia	Signature
Position: Managing Director	