



## **ctrq – Quality Assurance Policy**

The objectives which underpin our Quality Assurance Policy are:

1. To develop a full understanding of the needs of our Clients.
2. To work in close co-operation with Clients, Suppliers and Sub-contractors to provide the right quality work and service, first time.
3. Actively to seek Client feedback and to use this as a format for continuous assessment and improvement.
4. To develop the potential of our employees to ensure all members of staff are capable of undertaking work required in a safe and responsible manner, in accordance with the Company's Health and Safety policy.

Achievement of these policy aims involves all of our staff, who are individually responsible for the quality of their work, resulting in a continually improving working environment for all.

ctrq is fully committed to delivering the objectives of this Quality Assurance policy statement, within all its activities and work undertaken by the Company.

ctrq has implemented a management structure that is based on the quality and commitment of its professional and experienced management, and construction of our staff.

Our CTO has a specific responsibility for ensuring that the management structure reflects the quality standards, so that compliance with this Quality Policy is maintained and improved.

We are continually developing the Company's operation and upgrading IT systems, and invest to a high degree in staff training to professional level.

ctrq approach is to listen to our Clients and Customers, to openly discuss the individual requirements of every contract, thus ensuring that our Clients remain fully satisfied with our service delivery.

With each project we undertake, a Quality Plan which is implemented, encompassing control measures that ensure the Client's requirements are met, within the specified time, and in line with the budget. To this end, we endeavor to work as a committed team, in a spirit of co-operation with our Clients and their customers.



ctrq management and supervisory staff have the authority to make decisions, within the scope of their responsibilities, and are charged with working in accordance with the documented procedures.

ctrq objectives are:

- To continue to meet in full the requirements of all of our Clients.
- To carry out all our activities within this policy, thus helping to ensure a committed and sustainable work ethic for the benefit of our Clients and all of our staff.
- To continually identify improvements to existing working practices.

In order for ctrq to achieve the above objectives, every employee and sub-contractor must:

- Understand our Client and Customer needs.
- Be responsible and accountable for the quality of work.

A handwritten signature in black ink, appearing to read 'SPL' followed by a flourish and a period.

Group CEO

ctrq

Approved 11<sup>th</sup> July 2025.