

## Quality Policy Statement

At P. B. Donoghue, we are committed to provide and maintain a high level of service to our customers that meet the requirements of our Quality Management System. Through our core business we continually strive to improve customer service; human resource management and our company operation.

Company management of processes and systems is achieved by using the 'Plan-Do-Check-Act' (PDCA) cycle, with focus on risk-based thinking to identify opportunities and prevention of non-conformances.

Customer satisfaction is one of our key company objectives. This is achieved by listening to our customers and evaluating; analysing and measuring to improve our service.

The Company recognizes its stakeholders and interested parties and will take into account their perception and values in relation to our company operation.

Company Directors and management team are committed to leading our quality management system and our continual improvement in performance. To achieve this, key quality objectives are set and measured and regularly reviewed to ensure performance and satisfaction. Key objectives will also address the risks and opportunities within the organization as determined by Top Management.

Training, development and engaging in our employees is of key importance to ensure company business is operating correctly in line with our quality management system. The Company will monitor staff competency on a regular basis to ensure staff have the knowledge and experience to perform their tasks and records will be kept on company skills matrix.

Human Resource Management is based upon suitable and sufficient training; communication of skills; supervision and individual satisfaction.

Management responsibilities are to provide adequate resources for training and continual improvement in the effectiveness of our core business and quality management system.

The company will take due care to ensure the operation of our activities are safe for employees, sub-contractors and others who come in contact with our operation.

The above goals are achieved through maintaining an effective and efficient quality management system based on the requirements of ISO 9001:2015 and all relevant statutory and regulatory requirements. Our Quality Policy will be communicated to all employees and they will be encouraged to contribute within their area to the success of our quality management system.

The realization of this policy is monitored and improved upon through specific sections of our quality system; internal audits and inspection; regular management reviews; corrective and preventative actions and training and supervision.

Signed copy held at head office