

GEM Construction is totally committed to the principles and practice of excellence and will conform to the requirements of the ISO 9001:2015 Quality Management System Standard.

Our overall objective is to consistently provide customer value and satisfaction in service through leadership, continual improvement, employee development, recognition, and social responsibility. Our quality management system provides a framework for measuring and improving our overall business performance, supporting our company strategy and business plan, facilitates continual improvement and ensures the fulfilment of our customers' requirements and other applicable requirements.

The Senior Management Team and staff of GEM Construction commit to this:

- By ensuring the quality policy is appropriate to the purpose and context of the Organisation and supports its strategic direction.
- By ensuring that the company satisfies applicable requirements, fully meets the requirements of our customers and by endeavouring to enhance the overall service to our customers to ensure that they are fully satisfied with our services.
- By ensuring that the requirements of all interested parties are clearly understood so that our services can be delivered in a timely and professional manner.
- By promoting the use of a process approach and risk-based thinking; resulting in all processes being established, documented, resourced appropriately, monitored, and measured to ensure conformance to their intended results (Customer requirements, Business objectives, and applicable industry regulations and legislation).
- By ensuring that its entire staff is given sufficient training and development support to ensure competency for their area of work through education, training, and experience, where appropriate.
- By working closely with our customers to develop and maintain first-class relationships.
- Through commitment to maintaining and developing first class supplier relationships.
- Through management's participation in the monitoring and measurement of the performance of the QMS is focused on acting on opportunities for continual improvement.
- By providing a framework for setting quality objectives.
- Through commitment to continual improvement of the quality management system.

This policy shall be controlled and maintained as part of our Quality Management System. It will be available to interested parties and members of the public on request from Quality Representative and to all persons working for or on behalf of the company through our internal communication network.

Signed: _____

Martín Healy
Martin Healy
Managing Director
GEM Construction

Date: _____

25th March 2024