

# Policy on Quality



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## Document purpose and scope

This document sets out the Quality policy of JBA Group Limited and its subsidiary operating companies, collectively known as 'JBA'. It covers activities undertaken by the Group throughout all office locations and operations worldwide.

This document will be reviewed for continued suitability, will be communicated within the JBA Group and, if appropriate, made available to interested parties. The review interval for this document is 1 year.

## Policy statement

We are committed to maintaining and continually improving a Quality Management System (QMS) that, as a minimum, satisfies the applicable requirements of the international standard for Quality Management Systems, ISO 9001:2015. Our QMS has been certified to ISO 9001 since 2002.

We will conduct our operations in accordance with the requirements of our QMS and will comply with all legislation, standards, statutory and other obligations and best practices which are relevant to our activities and the jurisdictions in which we operate. We will seek to comply with client policies where required and reasonably possible to do so without conflicting with our own policies or other obligations.

## Purpose

Our QMS is designed to support continual improvement in the efficiency and effectiveness of our operations to help us consistently provide high quality services that meet or exceed the expectations of our clients and other interested parties.

## Responsibilities

The JBA Group Board is accountable for the effectiveness of the QMS, its integration into business processes and ensuring it achieves its intended outcomes. It is responsible for the content and implementation of this policy and will assist each operating company by refreshing and reinforcing this policy via application, guidance and monitoring where appropriate.

The Head of Group IMS is responsible for ensuring our QMS conforms to the requirements of ISO 9001 and for reporting on the performance of the QMS.

Operating Company Directors are responsible for taking measures to help their staff act in compliance with this policy. Overall compliance with the requirements of this policy is the responsibility of each operating company within the Group. The Managing Director of each operating company will ensure their company's adherence to this policy.

Line managers are required to check that their staff are aware of this policy and any associated guidance.

All staff are required to comply with the policy requirements and share responsibility for our performance in implementing it.

## Implementation

We maintain our QMS within a process-based Integrated Management System (IMS) that also controls and documents our environmental, health and safety and information security management processes. Our IMS is a documented system with defined processes and procedures that enable us to provide services that consistently meet client and other applicable statutory and regulatory requirements. All IMS policies, procedures and documents are accessible by all staff via our intranet.

The JBA Group Board, in consultation with the Operating Company Boards, plans quality objectives aligned to our business strategy. We monitor and measure our performance against these objectives throughout the year and cascade the results throughout the Group.



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We provide adequate and appropriate resources, including people, infrastructure and working environments, to establish, implement, maintain and improve the IMS. We assess the continuing suitability, adequacy and effectiveness of our IMS via regular management reviews.

Strategic risks and opportunities associated with internal and external issues that may affect the ability of the IMS to achieve its intended outcomes are addressed in our risks and opportunities register. Project risks and opportunities are managed through our project management processes.

Progress throughout the life of our projects is monitored and shared with clients and we consult with clients and staff during our post-project appraisal process to obtain feedback on our performance and identify potential improvement opportunities.

We operate a system of approved suppliers to manage the appointment and review the performance of our suppliers. We offer our suppliers encouragement and guidance to ensure their quality management systems support the provision of an appropriate level of service.

We conduct internal audits of our IMS in accordance with our planned audit schedule to ensure consistent conformity to requirements. Lessons learned are disseminated across the Group.

## Approval

This document was approved by the Board of JBA Group Limited on 02/12/2019.

**Executive Chairman**  
**JBA Group**

