Quality Policy

Purpose

To affirm our commitment to providing high-quality products and services that meet customer expectations, comply with all applicable requirements, and are continually improved through an effective Quality Management System (QMS). Our QMS drives consistent quality, builds customer trust, and supports disciplined, reliable performance across the organisation.

Scope

This policy applies to all Kordia Group businesses and their employees, contractors, consultants, and other third parties acting on behalf of Kordia to deliver product and services to our customers.

Statements

Understanding and Exceeding Customer Needs

- The needs and expectations of each customer are documented through our bidding and project management methodology to ensure Kordia products and services align.
- Each customer's specific key performance indicators are established within service level agreements. These are monitored and periodically reviewed to ensure quality objectives are measurable and being met.
- Customer feedback, collected through surveys, incident reports, complaints and reviews, are analysed, and acted on to improve service quality.

Building Capability and Professional Excellence

- Kordia team members, and other workers engaged for the delivery of Kordia products and services will be suitably qualified, skilled, and experienced for their roles.
- Training matrices record the knowledge, skills, and competency requirements to deliver excellence in our products and services. Each business within Kordia must review their training needs to reflect current product and service requirements and maintain them to ensure currency.

Compliance and Operational Discipline

- All applicable legislation must be complied with. Relevant standards, good practice guidance, and approved codes of practice should be followed where reasonably practicable. The Kordia project management methodology must be applied to all customer projects and implementation plans to ensure consistent and disciplined delivery.
- The Kordia 'Safety and Quality in Design' principles must be used in projects where they are applicable to the scope and risk profile, with quality assurance processes applied as required.

Maintaining an Effective Management System

- All employees, contractors, consultants, and other third parties engaged for service or product delivery must:
  - Be inducted into Kordia's processes and policies as applicable to them, before they commence any work
  - Follow the process for reporting non-conformances and incidents.
  - Participate in investigations and corrective actions when required.
  - Provide accurate information for monitoring and review activities.
- Internal business and operational processes that ensure the delivery of customer quality requirements must be reviewed at defined, planned, and repeatable frequency that is appropriate for the risk and importance of the process to identify and implement improvements.

Performance and Continual Improvement

- Performance targets and measures must be set, reviewed, and communicated to support consistent performance and continual improvement across employees, consultants, subcontractors, and suppliers.
- Where required, preventative and corrective actions must be implemented promptly as part of continuous improvement. A culture of continual improvement must be fostered by leaders across all services, systems, and processes.

Exemptions

There are no exemptions to this policy.

Compliance & Monitoring

Compliance to our Quality Policy must be monitored by:

- Independent audits to validate the effectiveness of the QMS aligned with ISO9001 certification.
- External and Internal reviews to assess compliance with our QMS.
- Reporting and analysis of Quality related key performance indicators.
- Review of customer feedback collected through surveys, interviews, and engagement forums.

Breaches of this policy must be reported, recorded and investigated. This may result in disciplinary action, including dismissal.

Neil Livingston
Kordia Group CEO