

## Quality Policy

The aim of the Quality Policy is to communicate the commitment of the Chairman, Board of Directors and Senior Management Team of Southern Testing to the promotion of a quality culture at all levels and to:

- Provide information to satisfy the needs and expectations of customers and other interested parties.
- Give its customers clear, concise and comprehensive solutions to their geo-technical and geo-environmental requirements and materials testing needs within an ethical framework.
- Comply with current and prospective statutory and regulatory requirements concerning quality issues.
- Use Feedback procedures to enable employees to report ideas that can assist or improve quality performance.
- Set measurable targets against which performance can be measured to ensure continuous improvement.
- Ensure sub-contractors are made aware of this policy, and follow procedures wherever practicable.
- Communicate and raise awareness of the aims of this policy to staff, customers, suppliers and the public.
- Maintain and update records, including an annual report, to monitor progress

## Implementation

The Chairman has overall control of the policy & procedures and is responsible for the achievement of objectives, which will be communicated to all relevant personnel (employees and other interested parties), and their implementation monitored through the management and audit programmes.

The QHSE Manager has responsibility for the day-to-day management of the system, for monitoring performance, conducting internal audits and for reporting to management.

We have produced comprehensive procedures manuals that specify the control procedures that apply to all operations, including inspections, maintenance, calibration and servicing of equipment, purchasing of goods, materials and services, document & data handling and training awareness & competence. These are available in all workplaces, on the company intranet and are to be followed by all employees.

## ***Project procedures***

We operate with our own teams of professionally qualified engineers, plant, equipment and experienced site and laboratory technicians; this allows us to manage and tailor each project to our Client's needs, mobilise quickly, and react rapidly to any unexpected or changing site conditions, or changing scope, so minimising risk and additional costs.

Engineering projects are allocated to dedicated multi-disciplined teams of qualified Civil Engineers, Geologist and/or Scientists supervised by a Director as Team Leader and with an experienced engineer as Project Manager for every project to provide Clients with a single point of contact and allow for service performance development and monitoring.

Where required, we will use subcontractors for specialist works outside our scope, but only when selected our 'Approved List', of Suppliers, Specialists, Analytical Laboratories and Retained External Consultants.

We have designed and introduced our own project management software package that is fully integrated with our in-house databases used for site, sample and storeroom management, electronic scheduling, testing and analysis, plan production and reporting. Output of this data is automatically fed into an associated (Reporting Services) system to provide our own KPIs.

## ***Monitoring and Review***

Overall performance is assessed by reference to our procedures, adherence to specified British and European Standards and associated industry guidelines and through rigorous internal and independent external audit programmes.

Any issues resulting in poor performance (whether internal or external) are recorded within the 'feedback' system for investigation, and procedures improved or modified as required.

Signed



M W Stevenson. BSc MBA CEng MICE CEnv CGeol MConsE FGS

Chairman  
Southern Testing Laboratories Ltd  
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