

ISO 9001:2015

Quality

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Signed by:

James Conroy, Director

Conroy is committed to delivering construction projects that consistently meet or exceed the requirements of our clients, regulators, and the communities in which we work. Customer focus is fundamental to our approach. We work in partnership with our clients to achieve their operational requirements whilst maximising the efficiency and commercial potential of each project. We are committed to enhancing customer satisfaction through the effective application of our Quality Management System.

Conroy implements and maintains a Quality Management System aligned to **ISO 9001:2015**. The system ensures a structured and proactive approach to managing quality at every stage of project delivery, from pre-construction through to handover and close-out, across all sectors in which we operate. This policy reflects who we are as a business, where we are heading, and how we expect our teams to deliver.

We operate across technically demanding sectors where quality failures carry real consequences. In pharmaceutical construction, quality means GMP compliance and cleanroom validation. In critical environments, it means FAT/SAT protocols and systems commissioning. In industrial facilities, it means structural precision and operational readiness. In commercial and interiors, it means finish quality and programme certainty.

The Directors assume personal responsibility for quality performance. Quality policy, processes and procedures are controlled centrally with the support of appointed quality professionals. The Company commits to ensuring its policies and procedures are communicated, understood, and applied throughout the organisation.

We commit to the following:

- Understanding what our clients need, not just what is written in the specification, but what success looks like for their business. We check in at every project milestone.

- Planning, inspecting, and verifying our work so that defects are prevented, not discovered. Inspection and test plans, material approvals, and hold-point sign-offs are embedded in every project.
- Pre-qualifying every subcontractor and supplier against defined quality criteria. Our supply chain is managed through an approval and performance review process to ensure consistent delivery and conformance to applicable requirements.
- Maintaining full document control and traceability. Every specification, drawing revision, material certificate, and test result is controlled, traceable, and audit-ready.
- Recording, investigating, and closing out non-conformances with verified corrective action, and tracking trends across projects to prevent recurrence.
- Ensuring every team member holds the competence, training, and experience required for their role, assessed at hire and reviewed continuously.
- Setting and tracking measurable quality objectives, including first-time pass rates, client satisfaction scores, and NCR close-out timelines, reviewed at management review.
- Satisfying all applicable statutory and regulatory requirements, and other requirements relevant to our projects, in every jurisdiction in which we operate.
- Continual improvement of the Quality Management System through regular internal audits designed to proactively identify areas of risk and opportunity.

Quality objectives are set annually as part of the Company's strategy, and progress is reviewed quarterly. This policy provides a framework for setting and reviewing quality objectives. It is communicated to all employees, subcontractors, and interested parties, maintained as documented information, and reviewed annually by the Directors.