

Quality Policy

This Quality Policy, which is Board-endorsed and publicly available, summarises our commitment to quality, as detailed in the suite of quality documents which underpin this high-level policy statement.

PART 1. Introduction

Touch Projects is committed to delivering a consistently high level of quality in all our work – internally as well as ensuring we continue to deliver the best project outcomes for our clients every time.

The directors, management, and the entire Touch Projects team are responsible for quality through our quality management system.

This Quality Policy, which is Board-endorsed and publicly available, summarises our commitment to quality,

as detailed in the suite of quality documents which underpin this high-level policy statement.

This Policy applies to all the companies and entities affiliated with Touch Projects, and to all directors and employees (inc. consultants and contractors) of those companies.

Touch Projects’ ensures that its entire team is familiar with the contents of this policy (and the suite of quality documents that underpin it), and to enforce the provisions of the policy and our full quality management system.

PART 2. Quality ownership in the business

In recognition of the importance of quality to the business, the following roles and responsibilities have been identified:

Role	Held by	Description
Governance oversight	Touch Projects Board	Quality is ‘owned’ by the TPL Board and is a standing agenda item on each Board agenda. The Board acknowledges and agrees that it has the ultimate accountability and responsibility for ensuring that Touch Projects represents the best possible quality credentials.
Executive management	General Manager	In acknowledgment of the importance of quality management at Touch Projects’, we have appointed one of our directors (John Christou) as responsible Director for quality.
Day-to-day implementation	Operations Manager	Day-to-day delivery of this Quality Policy (and overall quality management) is managed by the Operations Manager.

PART 3. ISO compliance

Touch Projects is committed to achieving customer satisfaction by the use of quality procedures which will be operated to meet or exceed the requirements of ISO 9001:2015.

Furthermore, Touch Projects is in the process of implementing a fully-compliant Integrated Management

System (‘IMS’) under standard PAS99:2012, formalising and certifying our existing management focus on compliant business practice.

This process includes explicit certification for ISO9001:2015 (quality), ISO14001:2015 (environmental), and ISO45001:2018 (OH&S).

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This IMS will provide Touch Projects with a solid foundation to further formalise our adherence to other applicable standards to which our business is committed, including ISO20400:2017 (Sustainable Procurement) and ISO26000:2010 (Guidance on Social Responsibility).

PART 4. Overall policy statement

Touch Projects is committed to satisfying our clients (and other applicable) requirements to a consistently high quality, and to continually improving our services so that we can be justifiably be proud of the outputs and outcomes we deliver.

PART 5. Objectives

At Touch Projects, we will ensure that we:

- i. comply with all applicable laws and regulations in all the jurisdictions in which we work
- ii. are consistently seeking quality improvement by ongoing review, and by setting and pursuing objectives to improve the quality of our services and deliverables
- iii. genuinely engage with suppliers and sub-contractors to maximise end-to-end value-chain quality
- iv. build a clear understanding of key quality risks/issues and building/implementing plans to address these
- v. are compliant, both technically and in the spirit of ISO 9001:2015
- vi. incorporate both quality sustainability in design into all our work
- vii. are committed to ongoing quality delivery, and minimizing errors, mistakes, re-work, and

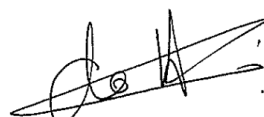


Nick Savvas
CEO

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- viii. develop a quality culture of by developing the awareness, education, and involvement of all employees
- ix. implementing systems, measures, and reporting for quality management
- x. develop appropriate strategies for improving quality through improvement initiatives
- xi. share best practices for quality management 'lessons learned' across our divisions
- xii. incorporate quality considerations into our business decision-making processes
- xiii. engage with suppliers, customers and partners to develop improved quality practices
- xiv. working with contractors to improve quality performance where this is relevant to the contract and to the achievement of value for money
- xv. meeting all relevant current and foreseen statutory regulations and official codes of practice and specifying contractors to do the same when working on company premises;
- xvi. educating, training and motivating staff and contractors to work in an 'quality-focused' manner and to play a full part in developing new ideas and initiatives
- xvii. communicating openly with staff about quality policies and best practice and co-operating with others in the public and private sectors at home and abroad to develop and promote a quality focus.

PART 6. Document approval

This document is approved on the date of the last signature below.



John Christou
General Manager

Policy issued on:	29 March 2023	Review Date:	29 March 2024
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