



Quality Policy Statement

This policy applies to JSM Group Holdings Limited, including all UK and International subsidiaries and its personnel.

As a leading provider of integrated utility infrastructure solutions, JSM has long standing reputation for delivery of high-quality projects, demonstrated by many strategic partnerships and repeat business clients. We have a track record of collaboration and innovation to deliver complex projects and achieving and maintaining the highest standards of quality, integrity, and continual improvement across all business operations.

As part of our Integrated Management System (IMS) we will develop and maintain a Quality Management System aligned to ISO 9001 and seek external accreditation of relevant operations. We apply a risk-based approach to identify, assess, and manage external and internal issues and quality risks, ensuring resilience and continual improvement.

Our key commitments are to:

- Determine, understand and conform to all customer and applicable legal, regulatory and relevant industry standards and requirements, whilst striving to achieve even higher standards.
- Ensure the delivery and conformity of products and services, continuously improving quality and customer satisfaction through practical, innovative, and cost-effective measures.
- Set measurable objectives and targets to enhance quality and customer satisfaction as part of a broader Environmental, Social & Governance (ESG) Roadmap.
- Foster a culture of “right first time,” quality and customer focus across the organisation. Empowering employees with the right training, resources, ongoing communication, consultation and recognition to meet our goals.
- Ensure all customer complaints and quality issues are reported, investigated and reviewed to identify root causes and prevent recurrence.
- Engage with our supply chain to influence quality performance and impact on overall customer satisfaction.

The Board actively promotes leadership in health, safety, welfare and wellbeing management and commits to reviewing this policy annually or following significant organisation or legislative change and to communicate it within the organisation and externally to interested parties.

Michael Booth
Chief Executive Officer

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