Quality Policy

Introduction
The CGL Quality Policy applies to all work-related activities undertaken at regional offices and on transient work sites.

Policy Implementation
CGL's commitment to this Policy is considered as fundamental to its business success and this Policy must be implemented by all CGL operations and businesses nationwide. The Company has systems of training, monitoring, and accountability in place to ensure adherence to this Policy.
This Policy applies to:

- All CGL directors, officers, and employees
- All CGL operations, including all legal entities and business area units, and to CGL joint ventures over which CGL is able to exercise control over policies and procedures; and
- Any other person or entity to the extent that they act on behalf of the CGL in any way, including consultants, contractors, suppliers, agents, or intermediaries
- All Company projects, offices, facilities, asset and concession companies and projects where the SHEQ Management Systems have been adopted

CGL recognises the commercial importance of maintaining appropriate quality systems in order to deliver a high standard of professional service to our clients and other interested parties. This meets the objectives of the organisation and satisfies the requirements of our customers, whilst ensuring contractual obligations are met.

CGL is committed to controlling and monitoring the quality of all aspects of the company's activities and operates quality procedures that conform with the quality management systems standard - ISO 9001: 2015.

CGL recognises that climate change may affect our operations and the quality of our services. We consider this a factor and will plan accordingly to ensure the effects of climate change have minimal impact on interested parties, servicing our clients and maintaining suitable conditions to ensure sample quality and accuracy of relevant laboratory test results.

The Managing Director recognises and accepts responsibility to provide leadership to facilitate successful implementation of CGL quality systems.

By signing this Quality Policy, the Managing Director gives approval to the quality management systems, supporting assessments and all relevant procedures.

Quality Objectives and Principles
The objectives and principles of the Quality Policy are:

- To establish and maintain quality management systems which meet the requirements of ISO 9001:2015, our contractual obligations, industry best practice and any other client specific requirements
- Commitment by company management and employees to impartiality and confidentiality

- To provide services which conform to the ISO 9001 standard for the scope of our certified activities, and adoption of similar management and operational controls for any activities not covered by our accreditations
- To give clients a high degree of confidence in CGL services and deliverables
- To ensure sufficient financial and physical resources are available to meet the objectives of the quality management system
- To adequately plan for emergency events that may affect the continuity of our business operations
- To consult with and seek support and cooperation of employees with respect to quality issues
- To review the management system regularly, to assess its effectiveness and ensure that continuous improvements are applied where necessary to enable the management system to meet the requirements of the policies and objectives
- To set, monitor and review quality objectives at regular intervals
- To seek client feedback and continually improve our levels of service
- To identify, record and address any non-conformance to SHEQ management systems
- To maintain records as objective evidence to demonstrate compliance with the quality management system

As part of the Induction Procedure and on an ongoing basis, all staff are required to familiarise themselves with the contents of the Integrated Management System Manual and comply with the policies and procedures as defined in the manual and associated documentation.

Updates and amendments to the Integrated Management System Manual, Policies & Procedures are communicated to all staff via toolbox talks, monthly staff meetings and management review meetings.

Responsibility
The Managing Director has overall responsibility for the Implementation of the Quality Policy.

The Compliance Director has overall responsibility for control of quality and advises on and monitors all aspects of quality within the company.

Management Representatives identified within the quality procedures are responsible for the formulation, development, co-ordination, implementation and monitoring of the policy throughout the organisation.

Senior management are expected to demonstrate leadership and commitment with respect to the quality management system by:

- Taking accountability for the effectiveness of the quality management system
- Ensuring that the Quality Policy and quality objectives are established and are compatible with the strategic direction and the context of the organisation
- Ensuring the integration of quality management system requirements into the organisations business processes
- Ensuring that the resources needed for effective quality management are available
- Communicating the importance of effective quality management and of conforming to the quality management system requirements
- Ensuring that the quality management system achieves its intended outcomes

- Directing and supporting all concerned to contribute to the effectiveness of the quality management system
- Promotion of continuous improvement
- Supporting other relevant management roles to demonstrate their leadership as it applies to their areas of responsibility

All employees and contractors are responsible for the success of the policy implementation.

Communication and Review
The Quality Policy is communicated to all employees, customers and contractors.

A copy is displayed on employee notice boards at each regional office and published on the internal company document platform.

All employees are required to be aware of the content of this policy and to communicate any queries to their line manager.

Copies shall be made available to interested parties on request and a copy is published on the company website.

This Quality Policy is evaluated as part of the overall annual review of the quality management system to ensure its stated objectives are met.

Authorised by:



David Buckley
Managing Director
1st November 2026