

O'Brien Facilities is fully committed to the principles and practice of excellence and will conform to the requirements of the ISO 9001:2015 Quality Management System Standard. This Quality Policy supports our integrated management approach alongside ISO 14001 Environmental and ISO 45001 Occupational Health & Safety Management Systems.

Our overall objective is to consistently provide customer value and satisfaction through effective service delivery, leadership, employee development, recognition, and continual improvement. Our Quality Management System provides a framework to measure and improve business performance, support company strategy, drive continual improvement, and ensure the fulfilment of customer and other applicable requirements.

The Director and staff of O'Brien Facilities commit to this by:

- Ensuring that the company fully meets and complies with the requirements of our customers and by endeavouring to enhance the overall service to our customers to ensure that they are fully satisfied.
- Ensuring that the requirements of all interested parties are clearly understood so that our services can be delivered in a timely and professional manner.
- Promoting the use of a process approach and risk-based thinking; resulting in all processes being established, documented, resourced appropriately, monitored, and measured to ensure conformance to their intended results.
- Working closely with our customers, vendors, and contractors to develop and maintain strong relationships.
- Ensuring staff receive training and development support to ensure competency for their area of work through education, training, and experience, where appropriate.
- Through management's participation in the monitoring and measurement of the performance of the Quality Management System, focusing on opportunities for continual improvement.
- Planning and establishing measurable objectives based on its Quality Policy for the ongoing development of the company and its customers. These objectives are regularly reviewed and measured by management.

This policy shall be controlled and maintained as part of our Quality Management System. It will be available on request to all key stakeholders and persons working for or on behalf of O'Brien Facilities.

**Signed:**



**Date:** 24-03-26.

**Director:** Aaron O'Brien