



QUALITY POLICY STATEMENT

McAllister Group is involved in drain and sewer planned maintenance, cleaning, CCTV pipeline surveys, liquid waste management, sewer mapping, sewer rehabilitation service including Cured in Place Pipelining (CIPP), patch repairs, lateral repairs and manhole rehabilitation using the no dig technologies. We have offices in Northern Ireland, Republic of Ireland and the South East of England and we employ circa 168 employees.

For the delivery of a quality service, we are committed:

- to satisfy applicable requirements, including the needs and expectations of all our interested parties,
- working with employees, suppliers and customers to establish and maintain the highest quality standards, and
- to the continual improvement our quality performance and quality management system.

As an ISO9001:2015 certified organisation, we have an established quality management system to deliver the above commitments, and maintain with the objective to:

1. Assess our business threats and opportunities and put in place a management system to reduce these risks and to deliver the strategic direction of the organisation.
2. Understand our compliance obligations and implement their requirements.
3. Plan for business interruption events and ensure adequate arrangements for business continuity should the interruption events occur.
4. Provide training, instruction and supervision to ensure employees are competent to perform their work to our quality standards.
5. Provide, examine and maintain fit for purpose working equipment and working environments.
6. Ensure that where we outsource activities to suppliers and sub-contractors that they are capable and competent to provide the service for which they are engaged, and that they are monitored.
7. Ensure that our services are adequately planned and controlled.
8. Reviewing the performance and effectiveness of the Quality Management System.
9. Delivery of continual improvement through improvement plans and control of non-conformity.

We have established quality objectives to achieve the above commitments which are regularly monitored by the management team.

We review the effectiveness and adequacy of this quality policy on an annual basis and as part of change planning, lessons learnt, knowledge transfer or following a quality non-conformity or other failure to meet our quality objectives.

We communicate our quality policy to all interested parties. This policy is displayed on company premises, presented at new employee induction, displayed in any fixed construction sites under our control, and made available upon request from interested parties.

As the individuals with ultimate responsibility for quality at McAllister Group we approve this quality policy,

Signed on Behalf of McAllister Group,

Leo McAllister, Managing Director (England)
03 August 2021

Peter McAllister, Managing Director (Ireland)
03 August 2021