



QUALITY POLICY STATEMENT

At ESG, quality is fundamental to how we operate and essential to our long-term success. We deliver high-quality, safe and compliant services that meet customer, statutory and regulatory requirements, while driving continuous improvement across all projects and business functions.

OUR COMMITMENT

- Deliver high-quality, safe and compliant services that meet customer, statutory and regulatory requirements.
- Meet and exceed customer expectations through consistent delivery and strong Customer Satisfaction.
- Measure performance through Project Maturity Towards Excellence (MTE) and Customer Satisfaction, using results to drive accountability and continuous improvement.
- Manage risks and improve through audits, non-conformities and lessons learnt.
- Ensure our people are competent and supported to deliver their roles through appropriate training, experience and development.
- Establish, manage and review Quality Objectives in alignment with our Integrated Management System and business objectives.
- Maintain and continuously improve an effective Quality Management System aligned with ISO 9001.

Quality is everyone's responsibility and is led by The Executive Leadership Team to ensure consistent delivery and long-term business success.

This Policy is provided to all staff, and additional explanation is regularly provided by the Executive Leadership Team and Quality Assurance Manager.

A handwritten signature in black ink, appearing to read 'Andy Hider'.

Andy Hider | Joint Managing Director

Date: May 2026

A handwritten signature in black ink, appearing to read 'Adam Cecil'.

Adam Cecil | Joint Managing Director

Date: May 2026

This policy is reviewed annually