



# Quality Policy

Delivering first class quality services and products is a central part of how we meet our customers' needs and achieve sustainable and profitable business growth.

This policy sets out our expectations in everything we do and explains how these are met throughout the organisation. It applies to all employees, contractors, and when applicable all related third parties globally. It also provides a framework for governance to ensure we maintain the highest standards of quality at James Fisher and Sons plc and all its affiliated companies ("the JFS Group").

## To ensure the highest quality of products and service, we strive to:

- Achieve business excellence throughout.
- Clearly define, agree and meet customer requirements.
- Supply highly reliable systems, projects, products and services.
- Do the right thing and deliver on our commitments.
- Provide training materials to reinforce a strong quality culture.
- Eliminate quality non-conformances.
- Ensure continual client satisfaction.
- Reward outstanding quality performance from our employees and contractors.

## Our quality principles will be promoted through:

- Leadership from the top, and ownership of quality from all employees.
- Active collaboration with internal and external customers and suppliers.
- A preventative mindset that encourages reporting of all quality failures or concerns in order to devise corrective actions.
- Processes that are waste and defect free.
- Management systems that drive continual improvement.
- Communication of best practice and lessons learned.
- Compliance with statutory and regulatory requirements, national and international standards and Company policies, standards and procedures.

Senior Management of each company within the JFS Group are accountable for ensuring implementation and compliance with this policy. All employees are trained to comply with this quality policy and the associated relevant standards and procedures. Completion of this training is documented and recorded, and employees must acknowledge their compliance with the policy.

As part of our ongoing governance processes, we monitor and measure quality to ensure compliance with, and effectiveness of, policies, standards, procedures and continual improvement. The policy will also be reviewed periodically.

Together, we will do our utmost to ensure the highest standards of quality are always maintained.

### Jean Vernet

Chief Executive Officer (CEO)

28<sup>th</sup> February 2023