

## QUALITY POLICY

Torishima's principal aim is to provide a consistently high-quality finished product to our customers.

We achieve this by deploying our experienced team of engineers using methodologies and adopting practices that are at the leading edge of our industry, from initial design work through to the delivery of completed and sign-off products to our customers.

The key elements of our quality management system are designed to ensure that customer projects meet or exceed their expectations and that our documented quality management system meets the requirement of ISO 9001.

The company policy has been defined by the Board of Directors as follows: -

- We will meet the customer specifications and all applicable requirements.
- Every project will have a plan (that is agreed with the client) showing how we will achieve the specified deliverables and deadlines.
- A senior member of staff will be appointed to each project and will be responsible to the customer for our quality and delivery performance.
- Clear lines of communication and contacts will be established with the customer and internally throughout the business.
- The project team will have the necessary professional skills and experience to carry out the project in an efficient and effective manner along with the appropriate financial and operational resources.
- We will strive to continually improve the effectiveness of the Quality Management System which is an inherent part of our Integrated Management System.
- This Policy provides a framework for setting our Quality Objectives whilst supporting the strategic direction of the business and being appropriate to the purpose and context of the business.

This policy, which provides a framework for the setting of the Business KPI's, is communicated and applied throughout the business, is available to interested parties and is reviewed on an annual basis.



Steven McColl  
Managing Director