

Due South Group

Quality Management Policy

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Foreword from the Chief Executive

Quality is fundamental to the reputation of Due South Group.

Our clients, funding partners and stakeholders expect projects that are professionally managed, technically robust and delivered to the highest standards. Meeting those expectations requires more than technical expertise—it requires a culture of planning, accountability, continuous improvement and attention to detail.

Whether delivering renewable energy systems, healthcare infrastructure or humanitarian programmes, we are committed to providing solutions that meet agreed requirements, create lasting value and contribute positively to the communities we serve.

This Policy establishes the principles through which quality is planned, managed, monitored and continually improved throughout our organisation.

Steven Edwards

Chief Executive Officer

1. Purpose

This Policy establishes the framework for managing quality throughout Due South Group's business activities and projects.

Its objectives are to:

- Deliver projects that consistently meet client and stakeholder requirements.
- Promote professional excellence.
- Strengthen organisational performance.
- Improve efficiency.
- Encourage innovation.
- Reduce errors and rework.
- Support continual improvement.

2. Scope

This Policy applies to:

- Directors.
- Employees.
- Consultants.
- Contractors.
- Suppliers where contractual obligations apply.
- All Company operations.
- Every project undertaken by Due South Group.

3. Quality Principles

Due South Group is committed to:

- Delivering work to agreed requirements.
- Understanding client expectations.
- Applying professional standards.
- Managing risks effectively.
- Encouraging innovation.

- Learning from experience.
- Continually improving performance.
- Delivering sustainable outcomes.

Quality is the responsibility of every individual working on behalf of the Company.

4. Our Approach to Quality

Quality management is integrated into every stage of project delivery, including:

- Business development.
- Feasibility studies.
- Project planning.
- Design management.
- Procurement.
- Construction management.
- Commissioning.
- Project completion.
- Lessons learned and post-project review.

Quality shall be planned rather than inspected into a project.

5. Client Focus

Understanding the needs of our clients is central to successful project delivery.

Due South Group will seek to:

- Understand project objectives.
- Maintain open communication.
- Deliver agreed outcomes.
- Respond promptly to issues.
- Promote collaborative working.
- Measure client satisfaction where appropriate.

Our objective is to build long-term relationships founded on trust, professionalism and successful delivery.

6. Planning and Project Controls

Quality is supported through effective planning and project management.

Projects should include:

- Clearly defined objectives.
- Defined responsibilities.
- Document control.
- Programme management.
- Risk management.
- Change management.
- Quality reviews.
- Performance monitoring.

Project controls help ensure that quality requirements are maintained throughout delivery.

7. Competence

The quality of our work depends upon the competence of our people.

Due South Group is committed to:

- Recruiting appropriately qualified personnel.
- Supporting professional development.
- Providing relevant training.
- Encouraging knowledge sharing.
- Promoting leadership at every level.

Personnel shall only undertake work appropriate to their competence and authority.

8. Supplier Quality

Suppliers and contractors play an important role in project success.

Due South Group seeks to work with organisations that demonstrate:

- Technical competence.
- Quality assurance processes.
- Ethical business practices.
- Reliable performance.
- Compliance with contractual requirements.
- Commitment to continual improvement.

Supplier performance may be monitored throughout the duration of contracts.

9. Document Control

Accurate documentation supports quality management.

Appropriate controls shall be maintained for:

- Policies.
- Procedures.
- Specifications.
- Drawings.
- Contracts.
- Technical reports.
- Project records.
- Approvals.
- Lessons learned.

Current approved documents shall be used throughout project delivery.

10. Non-Conformance and Corrective Action

Where quality issues arise, Due South Group will seek to:

- Identify the issue promptly.
- Understand the root cause.
- Implement corrective action.
- Prevent recurrence.
- Share lessons learned where appropriate.

The objective is continual improvement rather than assigning blame.

11. Continuous Improvement

Due South Group believes that every project provides opportunities to improve.

We will encourage:

- Innovation.
- Lessons learned reviews.
- Performance monitoring.
- Staff feedback.
- Client feedback.
- Supplier engagement.
- Process improvement.

Continuous improvement is essential to maintaining excellence.

12. Performance Monitoring

Quality performance may be assessed through:

- Project reviews.
- Client feedback.
- Internal audits where appropriate.
- Programme performance.
- Supplier performance.

- Lessons learned.
- Corrective action reviews.
- Achievement of project objectives.

Performance information will be used to strengthen future project delivery.

13. Responsibilities

The Chief Executive has overall responsibility for promoting a culture of quality throughout the Company.

Managers are responsible for implementing this Policy within their areas of responsibility and ensuring that quality requirements are understood and applied.

Every employee, consultant and contractor shares responsibility for delivering work to the highest professional standards.

14. Integration with Other Policies

Quality management forms part of Due South Group's wider governance framework and is supported by:

- Corporate Governance Charter.
- Code of Business Conduct & Ethics.
- Risk Management Policy.
- Procurement & Supply Chain Policy.
- Health, Safety & Wellbeing Policy.
- Environmental, Social & Governance Policy.
- Information Security Policy.
- Human Rights Policy.

Together these policies provide an integrated management system for the Company.

15. Review

This Policy shall be reviewed annually or following significant organisational, contractual or legislative changes.

16. Our Commitment

Due South Group is committed to delivering projects that meet the highest standards of quality, professionalism and integrity.

Through effective leadership, competent people, structured project management and a commitment to continual improvement, we seek to provide lasting value for our clients, funding partners, governments and the communities we serve.

Our reputation will continue to be built upon the consistent delivery of high-quality infrastructure and humanitarian programmes that improve lives and support sustainable development.