



ASTRAL LIMITED

QUALITY POLICY

Reviewed: January 2026
Next Review: January 2027

Quality Policy

1. Policy Statement

Astral Limited is committed to delivering **high quality construction, refurbishment and maintenance services** through a consistent, reliable and customer focused approach. Our aim is to deliver every project to the highest standards of workmanship, safety, efficiency and professionalism.

We operate robust quality management processes, encourage innovation, and continually improve our performance to meet the expectations of our clients, partners and stakeholders.

2. Purpose

This policy sets out our commitment to quality and how we ensure that our services, processes and people consistently meet the highest standards across all areas of the business.

3. Scope

This policy applies to:

- All Astral employees
- Subcontractors and suppliers working on behalf of Astral
- All operational activities, offices and construction sites
- All projects delivered by Astral Limited

4. Our Quality Commitments

4.1 Client Satisfaction

Astral will:

- Meet and exceed client expectations on every project
- Deliver services that align with client needs and objectives
- Maintain clear, transparent and responsive communication
- Build strong, long-term relationships based on trust and reliability

4.2 Quality Management System (QMS)

We operate an effective quality management system across all areas of the business and will:

- Regularly review processes to maintain relevance and effectiveness
- Ensure compliance with legal, industry, contractual and regulatory requirements
- Integrate quality planning into all project and business activities

4.3 Continuous Improvement

Astral is committed to continuous improvement through:

- Reducing remedial work and operational waste
- Improving efficiency in materials, labour and resources
- Monitoring performance through KPIs, inspections and audits
- Acting on lessons learned and implementing corrective actions

4.4 Competence, Training & Development

We ensure that all employees and operatives have the skills, knowledge and training to deliver work to the highest quality standards by:

- Providing appropriate training and refresher development
- Supporting continuous professional development
- Ensuring all individuals are competent for their duties

4.5 Innovation & Integrated Solutions

Astral encourages innovation and continuous growth by:

- Identifying new ideas, technologies and solutions
- Enhancing quality through efficient processes and digital tools
- Applying integrated approaches to improve project outcomes

4.6 Sustainable & Responsible Practices

We incorporate sustainability into all aspects of our work by:

- Minimising environmental impact
- Reducing waste and resource use
- Selecting suppliers with responsible environmental practices
- Supporting sustainable materials procurement

4.7 Health, Safety & Wellbeing

Quality is inseparable from safety. We will:

- Maintain safe working environments for employees, subcontractors and the public
- Comply with all applicable health and safety legislation
- Integrate quality and safety considerations in all planning and operations

4.8 Collaboration with Stakeholders

Astral works collaboratively with clients, designers, subcontractors and suppliers to ensure:

- Shared understanding of requirements
- Coordinated planning and communication
- Effective delivery within partnership, joint venture and framework arrangements

5. Implementation of Quality Management

5.1 Quality Objectives

We set measurable quality objectives aligned with our strategic goals and review them regularly.

5.2 Monitoring, Audits & Inspections

We undertake scheduled and ad-hoc:

- Internal audits
- Site inspections
- Quality assessments

To ensure compliance and identify opportunities for improvement.

5.3 Feedback & Lessons Learned

We collect feedback from:

- Clients
- Employees
- Subcontractors
- Stakeholders

Using this information to drive improvement.

5.4 Performance Measurement

Quality performance is measured through KPIs including:

- Customer satisfaction
- Remedial work reduction
- Delivery performance
- Audit outcomes

6. Responsibilities

Managing Director

Has overall accountability for the Quality Policy and ensuring adequate resources are provided.

Managers & Supervisors

- Implement quality processes
- Ensure operatives follow procedures
- Monitor standards and address issues promptly

Employees

- Take pride in their work
- Follow quality procedures
- Report quality concerns immediately

Subcontractors

- Must comply with Astral's quality requirements
- Deliver work to required standards
- Cooperate with site inspections and quality checks

7. Review

This policy will be reviewed annually, or sooner if required by legislation, operational changes or business needs.

A handwritten signature in black ink, appearing to read 'P. Houghton', written in a cursive style.

Signed:

Managing Director

Date: 30/01/2026