

Document Number	SHEQ-0603	Prepared By	SHEQ Department	
Revision Number	02	Date	05/01/2026	

Quality Policy

Statement of Intent

At Errigal, we are committed to delivering the highest quality in every aspect of our operations. Our purpose is to consistently meet or exceed customer expectations through the delivery of products and services that are reliable, efficient, and of a high standard. Quality is central to our strategic direction and fundamental to the long-term success and sustainability of our business.

Errigal operates and maintains a Quality Management System certified to ISO 9001, providing a structured framework for establishing and reviewing quality objectives, ensuring compliance with applicable statutory, regulatory, and contractual requirements, and driving continual improvement across the organisation.


We integrate quality management with health, safety, and environmental considerations to ensure that design, planning, and delivery activities are coordinated, safe, and effective, and that construction and maintenance requirements are fully considered. Through effective processes, appropriate materials, and competent workmanship, we deliver consistent outcomes that enhance customer satisfaction and build long-term relationships based on trust and performance.

Our 'right first time' approach is supported by planned inspections, testing, and verification activities aimed at preventing defects and minimising re-work. Employees are trained, competent, and encouraged to take responsibility for the quality of their work. By setting measurable quality objectives and promoting a culture of continual improvement, we ensure that this Quality Policy remains appropriate to the purpose and context of the organisation and supports its strategic direction.

Responsibilities

The Errigal Board of Directors holds ultimate accountability for the Quality Management System and for ensuring that this Quality Policy is established, implemented, communicated, and maintained in accordance with ISO 9001 requirements. The Board ensures that adequate resources are provided to support the effective operation and continual improvement of the system.

Operational management is responsible for implementing quality requirements within day-to-day activities and ensuring that processes operate as intended. All employees are required to comply with established procedures and take personal responsibility for the quality of their work. Contractors, subcontractors, and suppliers are required to meet defined quality requirements to ensure conformity of all externally provided products and services.

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Arrangements

Errigal maintains a documented Quality Management System that integrates quality into all business processes, from design and planning through procurement, construction, and maintenance. An Integrated Management System provides a consistent and structured approach to managing quality alongside health, safety, and environmental responsibilities, ensuring effective planning, control, and monitoring of activities.

Competence is maintained through appropriate training, development, and awareness, ensuring personnel understand their roles, responsibilities, and the importance of conforming to Quality Management System requirements. Supply chain performance is managed through selection, evaluation, and ongoing monitoring to ensure materials, products, and services meet specified quality standards.

The effectiveness of the Quality Management System is monitored and measured through planned audits, inspections, testing, and performance evaluation. Nonconformities are addressed through corrective action, and opportunities for improvement are identified and implemented. Client feedback is actively sought and reviewed to assess customer satisfaction and support continual improvement.

Performance, Monitoring and Review

Errigal maintains an active monitoring and review regime to ensure ongoing conformity with this Quality Policy and the requirements of the Quality Management System. Performance is formally reviewed through Management Review meetings, during which the suitability, adequacy, and effectiveness of the system are evaluated, including progress against quality objectives.

This Quality Policy is reviewed periodically to ensure that it remains appropriate to the purpose and context of the organisation, supports its strategic direction, and continues to provide a framework for setting and reviewing quality objectives.

Through leadership commitment, effective communication, and accountability at all levels, Errigal is committed to the continual improvement of its Quality Management System and to consistently delivering products and services that meet or exceed the expectations of our clients and stakeholders.

Authorisation

 05/01/2026

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Cormac McCloskey & Damien Treanor

Managing Directors (Errigal)