



GROUP GOVERNANCE & QUALITY

Quality Policy

CONTECH Group

Our commitment to delivering quality and meeting our customers' requirements

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1. Policy Statement

CONTECH Group (“CONTECH”, “the Group”, “we”) is committed to delivering engineering, construction and infrastructure projects that meet our customers’ requirements and the applicable standards — first time. Quality is fundamental to our reputation and to the trust our clients place in us, and we treat it with the same seriousness as health and safety.

We manage quality through a quality management system aligned with the ISO 9001 standard, we are committed to meeting applicable requirements, and we continually improve our performance. This Policy provides the framework within which we set and review our quality objectives.

Our core quality commitments:

- meet our customers’ requirements and enhance their satisfaction;
- meet applicable statutory, regulatory, contractual and standards requirements;
- get things right first time, and deliver work safely and to specification;
- provide a framework for setting and reviewing quality objectives; and
- **continually improve our quality management system and performance.**

2. Purpose

This Policy sets out our quality commitments, the standards we apply across our operations and projects, and how we manage quality. It provides the framework for our quality objectives and underpins our quality management system.

3. Scope and Application

This Policy applies across the entire Group, including CONTECH GROUP Ltd (United Kingdom) and CONTECH GROUP sh.p.k. (Kosovo), and any subsidiary, branch or controlled joint-venture operation. It covers our offices, project sites and activities, and applies to all directors, officers, employees and workers.

It also sets out our expectations of the suppliers, subcontractors, consultants and partners who work with us.

4. Our Quality Commitments

- **Customer focus** — we understand and meet our customers’ requirements and seek to enhance their satisfaction.
- **Right first time** — we plan and control our work to prevent defects, rather than relying on correcting them.
- **Compliance with requirements** — we meet applicable statutory, regulatory, contractual and standards requirements.
- **Competent people and controlled processes** — we deliver through competent people working to well-defined, controlled processes.
- **Quality of design, materials and workmanship** — we control the quality of design, of the materials and products we use, and of the workmanship on our sites.
- **Learning and improvement** — we learn from nonconformities, feedback and data, and we continually improve.

5. Requirements We Meet

We plan and deliver our work to meet:

- our customers’ and contractual requirements, including the project specification;
- applicable statutory and regulatory requirements, including the construction and building regulations and technical norms in the jurisdictions where we work;

- recognised technical standards and codes relevant to the works, including the Eurocodes and applicable EN, ISO and British Standards; and
- the ISO 9001 standard for quality management.

6. Our Quality Management System

We manage quality through a quality management system (QMS) aligned with ISO 9001. Through the QMS we:

- take a process-based approach to planning and delivering our work;
- determine customer, contractual and applicable requirements;
- set quality objectives and plan how to achieve them;
- put in place controls, including inspection and testing on our projects;
- manage documents and quality records; and
- monitor, review and continually improve our performance.

Quality is planned into our projects from the outset, rather than checked in at the end.

7. Managing Quality on Our Projects and Sites

Quality is delivered — or lost — on our projects. For our projects we:

- plan quality through project quality plans and inspection and test plans;
- control the quality of design and of the materials, products and equipment we use, including checks on incoming materials;
- ensure workmanship meets the specification and applicable standards, supported by supervision and inspection;
- identify, record and control any work that does not conform, and correct it;
- carry out inspection, testing and commissioning, and manage handover, snagging and defects; and
- keep quality records that demonstrate the work meets requirements.

8. Suppliers and Subcontractors

The quality of our work depends on our supply chain. We take account of the ability to meet quality requirements when selecting suppliers and subcontractors, set clear quality expectations, verify materials and work where appropriate, and monitor performance against those requirements, as reflected in our Supplier Code of Conduct and Subcontractor Code of Conduct.

9. Roles and Responsibilities

- **The Board and Group CEO** provide leadership on quality, approve this Policy, and ensure the resources needed to deliver it.
- **Executive management** embed this Policy into operations, ensure the quality management system and competent resources are in place, and oversee objectives and performance.
- **Project and site managers** plan and control quality on their projects, implement quality plans and inspection and test plans, and manage nonconformities.
- **The quality function or competent person** maintains the quality management system, advises the business, and supports monitoring and improvement.
- **All personnel** are responsible for the quality of their own work and for reporting quality issues.
- **Suppliers and subcontractors** are expected to meet the quality requirements we set.

10. Competence, Training and Awareness

We ensure that those who carry out and check our work are competent to do so. We provide training and awareness so that our people understand this Policy, the quality requirements that apply to their work, their responsibilities, and the importance of meeting requirements and of getting things right first time.

11. Nonconformity, Monitoring and Continual Improvement

We identify and control work that does not conform to requirements, and we correct it. We investigate the root causes of significant or recurring problems and take corrective action to prevent recurrence. We monitor and measure our quality performance and our customers' satisfaction, we set and review quality objectives, and we are committed to the continual improvement of our quality management system and performance.

12. Communication

We communicate this Policy to everyone working for and on behalf of the Group, and we make it available to interested parties, including our customers and partners. We engage with our customers on quality matters throughout our projects.

13. Breaches, Governance and Review

Failure to follow this Policy or the quality requirements that apply to our work may result in rework, corrective action, disciplinary action for employees up to and including dismissal, and — for suppliers and subcontractors — corrective action and, where appropriate, suspension or termination of the engagement.

This Policy is approved by the Group Chief Executive Officer on behalf of the Board and is owned by Group Executive Management. It should be read together with the Group's Health and Safety Policy, Environmental Policy, Code of Conduct and Business Ethics, and the Supplier and Subcontractor Codes of Conduct. It will be reviewed at least annually, and sooner if required by changes in our business, our customers' requirements or applicable standards.

Approved on behalf of CONTECH Group

Name	Gazmend Kelmendi
Position	Group Chief Executive Officer
Date of approval	11 May 2026

Contact

Questions about this Policy may be directed to Group Executive Management or to info@contech.biz. Concerns may also be reported in confidence to ethics@contech.biz.

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