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## Quality Policy

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| DOCUMENT TITLE | Quality Policy & Procedure |
| VERSION        | 1.1                        |
| STATUS         | Approved                   |
| WRITTEN BY     | South East Modular Ltd     |
| AUTHORISED BY  | CEO                        |
| PUBLISHED DATE | April 2026                 |
| REVIEW DATE    | April 2027                 |
| DOCUMENT OWNER | CEO                        |

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### 1.0 Purpose

The objective of South East Modular Ltd (SEM) is to deliver high quality modular products, projects and services which meet agreed requirements and support the company's strategic direction.

To achieve this objective, SEM shall maintain an effective and proportionate Quality Management System (QMS) aligned to the requirements of ISO 9001:2015 and integrated into the wider SEM Management System.

The QMS shall be implemented through the company's documented system, including the BMS Manual, SOP Manual, supporting registers, forms, records and project controls. It shall be applied across SEM's activities in design, procurement, manufacture, delivery, installation and associated business processes, as relevant to the company's scope.

SEM is committed to the following:

- Maintaining quality and business objectives aligned with the Business Management System
- Ensuring objectives are SMART and support compliant delivery and good client outcomes
- Identifying and controlling client, statutory, regulatory and other applicable requirements
- Operating defined processes and controls so that work is planned, reviewed and delivered consistently
- Monitoring performance through management review, internal audit, KPI reporting and corrective action
- Continuous Improvement
- Identifying nonconformities and taking corrective action to prevent recurrence
- Selecting and managing suppliers in a structured and controlled manner
- Ensuring personnel are competent and supported through training and clear procedures
- Promoting a positive, accountable and collaborative working environment
- Encouraging identification of issues, risks and improvements
- Ensuring this policy is communicated, understood and applied throughout the business
- Complying with all applicable legal, regulatory and contractual requirements

The QMS is intended to provide clarity, consistency and control across SEM's operations while supporting continual improvement.

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## 2.0 Quality Management System

SEM shall maintain its QMS as part of the overall SEM Management System:

The QMS shall include, as applicable:

- The Quality Policy and associated objectives
- The BMS Manual and SOP Manual
- Defined process controls and responsibilities
- Inspection, approval and hold point arrangements
- Document and record control requirements
- Internal audit and management review processes
- Nonconformance and corrective action processes
- Project and operational controls, including those applied through Mission Control

The level of control applied shall be proportionate to the nature, scale and risk of the activity being undertaken.

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## 3.0 BOPAS

SEM is committed to maintaining a level of quality assurance, technical control and risk management suitable to support compliance with the Buildoffsite Property Assurance Scheme (BOPAS) where applicable. This commitment applies across design, technical review, procurement, manufacture, construction, inspection, testing, records and change control.

The CEO shall act as the responsible person for BOPAS-related matters and shall ensure that appropriate systems, controls and resources are in place.

BOPAS requirements, where applicable, shall be embedded within SEM's procedures, technical controls, approval processes and retained records.

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## 4.0 Roles and Responsibilities

| Role   | Responsibilities   |
|--|--|
| CEO  | Overall accountability for the Quality Management System; approval of the Quality Policy; ensuring the QMS is established, implemented and maintained; ensuring alignment with business strategy; oversight of BOPAS and compliance matters; ensuring adequate resources are in place. |
| Managers /<br>Process Owners                 | Implementation of the QMS within their areas; ensuring compliance with procedures and controls; monitoring performance; identifying risks and issues; supporting corrective actions and improvements; ensuring appropriate records are maintained.                                     |
| All Employees and<br>Relevant Subcontractors | Following applicable procedures and controls; completing work correctly; reporting defects, risks and nonconformities; contributing to quality, compliance and continual improvement.  |

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## 5.0 Monitoring and Continual Improvement

SEM shall review the effectiveness of its QMS through:

- Management review meetings
- Internal audits
- KPI and performance monitoring
- Corrective action tracking
- Client and stakeholder feedback

Where improvements are identified, SEM shall take proportionate action to update its processes, controls, documentation or training. Continual improvement is a core principle of the SEM Management System and forms part of normal business operations.