



Integrated Management System

Quality Management Policy

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1. STATEMENT OF INTENT

The Company's Senior (Executive) Management are committed to developing, implementing, monitoring, and maintaining a quality management system that:

- Is appropriate to the purpose and context of the organisation
- Supports its strategic business direction; and
- Meets the expectations defined within the International Standard – BS EN ISO 9001, 2015

The quality management system will:

- Provide a framework for setting quality objectives
- Include a commitment to:
 - Satisfy applicable requirements; and
 - Continual improvement of the quality management system
- Provide confidence in the Company's ability to ensure customers continually receive the high standard of service expected from a professional and customer focused organisation.

2. QUALITY OBJECTIVES

The Company has identified the following objectives as critical to the attainment of its business objectives, and the highest standards of quality management:

2.1. Establish, implement, and effectively maintain:

- A functional quality management system that details the required performance standards and expectations within well-defined and structured documents, including Programmes and Operational Control Procedures
- Programmes and Operational Control Procedures that:
 - Establish the basis for developing Key Performance Indications (KPI) that ensure customer expectations are consistently met
 - Ensure applicable legal obligations or other voluntary requirements are effectively achieved
- Suitable processes for:
 - Assess the quality implications of any proposed new activity or significant changes to an existing activity, and introduce appropriate controls to ensure quality, health, safety, and environmental expectations are effectively met
 - Effectively manage design, construction, and operation of forecourt infrastructure, including Electric Vehicle (EV) charging facilities
 - Provide relevant and timely technical support to Contract Managers to ensure they are able to meet their business objectives and statutory obligations
 - Monitor and evaluate performance and promote continual improvement
- The information, instruction, and training necessary to ensure that employees, Contract Managers, and their employees are able to perform their duties safely, effectively, and efficiently

2.2. Provide the resources necessary to ensure the effectiveness of the quality management system, including an appropriate level of technical supervision when required.

2.3. Achieve full compliance with applicable permits, regulation, and requirements

3. RESPONSIBILITIES

Senior (Executive) Management and employees at all levels have a statutory duty to accept degrees of responsibility to ensure that they work safely and positively support the implementation of the Quality

Management Policy and associated Programmes and Operational Control Procedures that collectively form the Integrated Management System (IMS).

Specific responsibilities regarding the quality management system include:

- **Group Director, Infrastructure & Technical Services:**

Responsible for the development, implementation, and monitoring of the Quality Management Policy and associated Programmes and Operational Control Procedures and assigned executive authority and responsibility for the maintenance and continual development of the quality management system.

- **HSE Manager:**

Responsible for:

- Developing, implementing, and maintaining the:
 - Quality Management Policy ; and associated
 - Programmes and Operational Control Procedures
- Monitoring, measuring, and evaluating quality management performance; and
- Identifying opportunities for continual improvement of the:
 - Quality Management Policy ; and associated
 - Programmes and Operational Control Procedures

The HSE Manager is designated the duties of the Management Representative, for the Integrated Management System.

- **Risk & Compliance Manager**

Responsible for:

- Ensuring compliance with applicable legal obligations and other requirements through the effective implementation and operation of the Quality Management Policy and associated Programmes and Operational Control Procedures
- Performing Compliance Audits at Company owned Service Stations to verify effective and compliant operational performance
- Identifying opportunities for continual improvement of the Quality Management System
- Detecting non-conformance and recommending improvement actions to correct in a timely manner; and
- Providing periodic reports for Senior Management regarding Quality Management System performance

- **Operations Directors:**

Responsible for the effective implementation of the Quality Management Policy at field level and for supporting the development, implementation, monitoring, and maintenance of the associated Programmes and Operational Control Procedures at field level.

- **Employees and Contract Managers:**

Employees and Contract Managers have a statutory duty to co-operate in the attainment of the objectives of the Quality Management Policy and associated Programmes and Operational Control Procedures, specifically they are required to:

- Work safely, efficiently, and in accordance with the requirements defined in the Quality Management System, to ensure conformance with quality objectives
- Act responsibly towards the customers, by providing courteous and professional service and addressing any concerns in a polite and timely manner
- Report incidents or unsafe acts and/or unsafe conditions to the relevant authority in a timely manner
- Use equipment and tools provided in the manner intended

- Display a positive attitude towards customer expectations, workplace rules, regulations, and applicable legal obligations; and
- Work diligently towards establishing a workplace positive culture, by focusing on customer satisfaction and continual improvement in performance

4. TRAINING

Directors, Departmental Managers, Supervisors, and other designated employees are assigned specific responsibility for ensuring that employees:

- Provided with the information, instructions, and training necessary to:
 - Implement and maintain risk control measures in relation to their assigned duties; and
 - Perform their assigned duties in a safe, environmental compliant and customer focused manner
- Where required are:
 - Vocationally competent to consistently perform their assigned duties in a safe and efficient manner; and
 - Trained and competent to respond to potential unplanned events, incidents, and emergencies in a safe and efficient manner

5. PERFORMANCE MONITORING AND REVIEW

The HSE Manager supported by the Risk & Compliance Manager is assigned the responsibility for monitoring and reviewing quality management performance to ensure that planned objectives are effectively met, and that processes remain current to the business and operational needs of the Company.