



Quality Policy

Revised – 04 January 2021

1. Objective

SMV delivers high quality consulting, engineering, project delivery and operations solutions for our global clients. Our products and services span all phases of project definition, development, operations and optimisation of our clients' assets.

We regard quality as an integral and essential component of every aspect of our business.

1. SMV is client focused.

With our global talent, technical knowhow and quality systems, we build inspiring relationships with our clients to deliver practical, solutions and breakthrough, optimised results.

2. We are committed to quality management.

We continually improve our quality management systems. We audit the business processes that comprise our quality management systems to proactively identify opportunities for performance improvement and optimization.

3. Quality assurance ensures reliability.

We value our strong reputation for delivering assignments and project outcomes that meet client expectations for quality, value for money and timely delivery. We verify that our work always meets these objectives to ensure the effectiveness and reliability of our service delivery.

4. Quality control is compulsory.

We implement quality plans and controls and reviews to ensure SMV's products and services comply with the agreed specifications and appropriate laws and regulations and satisfy contractual and commercial conditions.

5. Our relationships are mutually beneficial.

SMV encourages our employees, consultants, contractors, suppliers and partners to identify and develop initiatives that improve the quality and value of our products and services and help improve the outcomes for our clients. We proactively seek and act upon client feedback.

6. Our people are our strength.

We recognise that quality management and continual improvement can only be achieved when all our people are appropriately trained, empowered, trusted and committed to deliver services that meet our internal standards, and the standards expected by our clients. We provide a working environment that supports

teamwork and encourages employee engagement in continual improvement.

7. We measure our performance.

- I. Each employee is responsible for the quality of their work.
- II. Each project team is collectively responsible for service quality and the quality of project deliverables.
- III. Each manager is responsible for ensuring that the required quality processes are implemented in a timely manner and that records are maintained.
- IV. Each member of SMV's Leadership Team leads by example and is responsible for communicating and implementing this policy within the organisation.

At SMV, our Board reviews our performance against our company quality objectives annually. We believe in open communication and welcome all comments from all our stakeholders on our quality performance and on this policy.