



# Quality Policy

Clough values its reputation for successfully executing contracts to the quality and satisfaction of our clients whilst meeting our legal obligations. Collectively, we strive to continuously improve our performance, delivering on our strategic imperatives and actively fostering the commitment of Pursuit of Excellence.

Wherever Clough operates, the following principles apply to instil a culture focused on quality:

## ***Personal Responsibility***

As individuals, we are personally responsible for ensuring that the culture and attitude of “getting it right first time” is supported and promoted for the benefit of Clough, our clients, our suppliers and the community. Quality shall never be compromised for time and money. All staff must comply with applicable regulations, client quality standards and requirements of the Clough Management System.

## ***Accountability***

At all levels in our organisation we are accountable for supporting the Clough Management System and participating in the audit and improvement processes required by the Board of Directors.

## ***Risk Management***

We adopt a systems approach to management which recognises that better results are achieved through the process of identifying and managing risks, resources and activities. We are committed to ensuring that all projects meet performance requirements, that project and corporate audit programs are supported and fully implemented as scheduled, and that corrective, preventative and improvement actions are implemented within satisfactory timeframes.

## ***Learning Culture***

We are a client focused organisation that understands and strives to meet client expectations. Within our organisation, we embrace the process of ongoing improvement based on the factual analysis of data, comprehensive training and shared experience. Measurement against systems and processes supports consistency in our delivery and enables the identification of good practice, whilst providing us the means to identify opportunities for improving their effectiveness.

## ***One Consistent Approach***

Clough ensures human, financial and technological resources are provided for the active governance, maintenance and continual improvement of the Clough Management System, which is aligned with the requirements of AS/NZS ISO:9001 and apply these consistently across all our operations.

The Chief Executive Officer is accountable to the Board of Directors for ensuring that this Policy is implemented throughout Clough's operations.

Clough undertakes to communicate this policy to all persons working for or on its behalf and to the community as required. The policy will be reviewed annually to ensure relevance to Clough business activities.



**Peter Bennett**  
Chief Executive Officer & Managing Director  
Clough Limited  
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