



Building on Quality

QUALITY MANAGEMENT POLICY

COMMITMENT

NAC makes Quality a significant part of our identity. We believe that Quality is a habit and commit to:

- Practice a “*right-the first time*” attitude in everything we do
- Fulfill contractual expectations related to the Quality of our products and services
- Be recognized as benchmark for excellence within our industry

PRINCIPLES

To achieve our commitments, NAC shall:

- Mandate that each project implements and follows a Project Specific Management Plan to foster productivity and minimize rework
- Practice compliance with project specifications, applicable standards and regulations
- Use the *Quality Golden Rules* to foster everyone’s culture of Quality ownership and accountability
- Develop a highly skilled and motivated workforce that is empowered to influence Quality through dedication and passion
- Incorporate Quality in every facet of the business to become a process factor that will not be compromised
- Strive for optimal utilization of resources to complete projects within budget and on schedule
- Identify and reward innovation and extraordinary performance to foster a positive Quality culture
- Promptly and efficiently address Quality deficiencies and opportunities
- Grow our overall Quality expertise through a consistent Lessons Learned process

ACCOUNTABILITIES

- Managers and supervisors shall provide the necessary leadership, organization and resources to implement the commitments and principles of this Policy in all aspects of work planning and execution
- Everyone working for NAC has a responsibility for ensuring the Quality of their work and that of workers under their supervision
- Management shall review this Policy annually to ensure it aligns with NAC’s business needs and activities

Scott McPherson
President

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