TROJAN
CONSTRUCTION GROUP

QUALITY POLICY

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TCG Quality Policy

Introduction

The Quality Policy (the Policy) outlines guidelines of Trojan Construction Group – Sole Proprietorship LLC (TCG) and its subsidiaries (henceforth referred to as the Group) towards delivering services of consistently high-quality standards to customers and external parties (vendors/suppliers, contractors, service providers, etc.) associated with TCG. Central to TCG's ethos is the pursuit of excellence in quality, emphasizing customer satisfaction, innovation, and adherence to the Group's Code of Conduct and Business Ethics Policy.

Scope

This Policy applies to TCG, and its subsidiaries that do not have existing related policies suitable to their operations. The Policy applies to all areas of the Group's business operations, covering all directors, executives, and employees working for or on behalf of the Group. It also extends to outsourced or seconded employees working exclusively for or on behalf of the Group. The Policy also applies to its external parties working at its premises. The Group encourages these external parties to adopt similar policies in line with the Group's Supplier Code of Conduct.

Policy Statement

The Group is committed to achieving excellence in quality management. This commitment ensures services are provided efficiently, responsibly, and align with proactive quality management practices and principles upheld by industry benchmarks, all while taking into account TCG's Code of Conduct and Business Ethics Policy. Key to this commitment are the seven principles of quality management: engagement of people, customer focus, leadership, process approach, improvement, evidence-based decision making, and relationship management.

Product Governance

TCG holds product governance at the forefront of its quality objectives. Ensuring product safety, quality, and responsible branding is integral to our operations. Our dedication to product governance is in alignment with our Environment Policy, ensuring our products are both of high quality and environmentally responsible.

Quality Management System (QMS)

TCG emphasizes the adoption and implementation of a Quality Management System (QMS) aligned with the International Organization for Standardization (ISO) 9001:2015 standard. This system ensures effective service delivery, continuous improvement, and adherence to customer satisfaction metrics. Regular audits, reviews, and monitoring processes underline a quality-centric service environment, all while emphasizing adherence to our Code of Conduct and Business Ethics Policy.

Customer Satisfaction

TCG's operations are driven by the well-being and satisfaction of its customers. This dedication ensures all stakeholders benefit from the high-quality standards TCG upholds. Feedback from customers is integrated into executive evaluations, fostering a culture of excellence and responsibility throughout the organization.

Innovation in Quality

TCG champions innovative strategies to enhance service quality, especially during transitions in resource management and process optimization. With established quality objectives and targets, TCG remains committed to continuously refining its service delivery, conducting regular performance assessments.

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Non-conformity and Contingency
TCG sets objectives and reviews its performance through a management review process, ensuring the Policy's continual improvement and effective implementation. In instances of non-conformity to the company's high-quality standards, contingency processes are initiated. This ensures swift and effective rectification, with additional measures introduced to mitigate repeat occurrences.

Stakeholder Engagement
The Group fosters close relationships with key stakeholders so that there is a clear understanding of their quality concerns. Through stakeholder engagement, the Group identifies quality factors that are important to stakeholders and integrates these considerations into this Policy.

Training and Awareness

The Group is committed to continuously investing in the training and development of its employees and external parties on matters pertaining to quality management and excellence. The Group aims to regularly instil awareness and promote a clear understanding of the principles outlined in this Policy, empowering individuals to uphold these standards and mitigate risks effectively.

Compliance

The Group ensures regular monitoring of its activities for compliance with applicable laws and regulations in the jurisdictions where it operates. The Group undertakes internal audits of its quality practices annually, reporting the outcomes to relevant stakeholders and seeking external audits to align its commitments with industry standards.

Roles and Responsibilities

The Chief Executive Officer (CEO) is responsible for setting the Policy (including any revisions thereof) and monitoring its compliance. The Chief Operating Officer (COO) and / or General Managers of subsidiaries along with respective Quality department heads, managers or supervisors are responsible for the implementation of this Policy and continuous improvement within their operational areas. All individuals working for or on behalf of the Group are responsible for upholding principles set forth in this Policy.

Reporting and Transparency

TCG encourages stakeholders to report concerns, suspicions, or potential violations of this Policy.

Policy Review

The Group believes in continually improving its performance from all the activities it undertakes or services it provides. The Group will review this Policy if and as required, and revise this to ensure it remains up-to-date and aligned with the company's Mission, Vision, core values, laws and regulations of the host countries of its operations, and with global best practices. The Group shall make available on the appropriate channels any changes to this Policy, and every version will have an updated effective date. Stakeholders are advised to refer to the Group's official channels for the most recent Policy.

This Policy was last reviewed in October 2023.