

QUALITY MANAGEMENT POLICY

The management of URBN have defined and documented the following commitment with respect to quality. Every staff member from management to worker has the responsibility to ensure that the intentions of this policy statement are understood, applied and maintained within their own activity area. In this regard, URBN have made the following commitment:

- Implementation of ISO 9001:2015 to develop and maintain the processes needed to produce a level of project management of a consistent standard of quality
- To foster relationships with clients by effective communications whereby encouraging client feedback
- To promote the continuous improvement of Quality Management System through the visible leadership, commitment, and involvement of our management, and all of our employees' participation; by the sharing of best practices, and the implementation of lessons learnt.
- To document and measure quality objectives and targets by conducting internal audits and management review.
- To deliver services in accordance with the specifications and requirements of our clients.
- A commitment that every employee constantly aims to improve the overall quality of Company services
- To communicate the quality management policy to all stakeholders.

The URBN Quality Management System has no exclusions to scope. By adopting this philosophy, the clients of URBN will be assured of an excellent standard of completed projects and services, in accordance with specifications and contracts and meet the customer and legal requirements to which URBN is assigned.

Yours sincerely,

A handwritten signature in blue ink, appearing to read 'Lawrence Elms', with a long, sweeping underline.

Lawrence Elms
CHAIRMAN