

## QUALITY POLICY

*AMF Mech Ltd, trading as AMF MEP · documented procedures aligned to the principles of ISO 9001:2015*

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AMF Mech Ltd, trading as AMF MEP, provides mechanical, electrical and public health engineering design services, principally for high-rise and luxury residential developments. Our clients rely on our designs being correct, coordinated and delivered when we say they will be. This policy sets out how we achieve that.

### 1. Our commitments

- Understand what each client actually needs, agree the scope and the deliverables in writing, and tell the client early if anything changes.
- Apply the golden rule on every issue: review and approve prior to issue. No deliverable leaves AMF without a competent check by someone other than its author.
- Work to the applicable standards, regulations and codes, and to the design duties that construction and building-safety legislation places on designers.
- Keep our people competent through continuing professional development, and match the work to the competence of the person doing it.
- Control our documents so that the current version of any drawing, report, specification or calculation is always identifiable.
- Learn from mistakes, complaints and lessons on site, and change how we work when the evidence says we should.

### 2. How we work

AMF operates documented quality procedures aligned to the principles of ISO 9001:2015. Incoming and outgoing drawings and documents are logged in the project registers; deliverables are issued only through the issue-sheet process; project correspondence is filed to the project directories; and design calculations are retained and identifiable. Modelling and information management follow the BIM Execution Plan agreed for each project and any information standards the client sets. The Project Manager is accountable for quality on their project.

### 3. If a client is dissatisfied

A client who is unhappy with a deliverable or with our service should raise it with the Project Manager or the Director. We acknowledge complaints promptly, look into them properly, tell the client what we have found and what we are doing about it, and record the outcome so that it feeds back into how we work.

### 4. Responsibilities and review

The Director is accountable for quality across the business. The Head of Operations maintains these procedures and the document-control regime. Every member of staff is responsible for the quality of their own work, and for saying so when something looks wrong: raising a concern about a design or a deliverable is expected of you, and no one has ever been thought less of for doing it. This policy is reviewed at least annually.

SIGNED BY



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John Fleming  
Head of Operations  
for and on behalf of AMF Mech Ltd, trading as AMF MEP

**Signed: 20 August 2026      Review due: August 2027**

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