

TunnelPro guarantees a suitable, adequate and effective quality management system focus on continuously improving **performance** and **sustainability** while applying our risk management approach during the entire project.

Our *mission* is to **build excellence** in a sustainable and innovative way. Our *attitude* is to **get it right from the first time**.

This policy is a formal management declaration implemented by a quality management system compliant with the requirements of **ISO 9001**.

Our **compliance** with all requirements is ensured through:

- Respect law and regulation, standards, specifications and codes of practice;
- Exceeding the expectations of the client and all stakeholders, delivering state-of-the-art work;
- Ensuring transparency and communication of lessons learnt, aiming for continual improvement;
- Implementing an effective and efficient quality management system to achieve our Quality goals;
- Measuring our performance;
- Maintaining continuous control of the entire production process through detailed planning, followed by compliance and quality control tools;
- Undertaking research and development of innovative technologies to optimise quality;
- Providing suitable and skilled resources to develop, maintain and spread our Quality culture.
- Providing infrastructure and financial resources to the quality management system.

This policy is communicated to our employees as part of the mandatory induction process and it is available to all stakeholders via the company's website and the intranet.

It is reviewed annually during management system reviews to ensure it is consistent with the company's mission and vision.

Lorenzo Ghella

President, January 2020