

# Quality Policy

Kum Shing is committed to delivering excellent quality services to our clients, guided by our three core values of Integrity, Sincerity and Commitment. We continually seek opportunities to enhance our quality performance and sustain long-term success.

This policy applies to Kum Shing Group Limited and all its local operating subsidiaries (collectively the “Group” or “we”). All joint venture entities and business partners, such as sub-contractors, and suppliers of goods and services, are encouraged to make reference to the principles of this policy where applicable.

## **We pursue this commitment by:**

- Complying with all applicable statutory, regulatory and contractual requirements on quality as a minimum requirement;
- Setting objectives and targets on quality;
- Achieving the satisfaction of our clients and stakeholders by consistently meeting their requirements and striving to understand and exceed their expectations;
- Establishing a robust group-level mechanism to address complaints from our clients and stakeholders;
- Delivering the most suitable, timely, efficient and value-for-money solutions to our client that create value and build long-term relationships;
- Equipping employees and frontline workers with adequate resources, guidance and training to ensure they are competent and authentic in their duties;
- Fostering a culture of quality, innovation and continual improvement among employees and frontline workers to enhance business operations, service delivery and our quality performance; and
- Collaborating with business partners to ensure alignment with our quality standards and mutual success.

Our directors and senior management are responsible for ensuring the effective implementation of this policy through regular reviews of the effectiveness and suitability of the Integrated Management System, and the fulfillment of objectives and targets.

This Quality Policy shall be well comprehended by and communicated to all personnel working for or on behalf of the Group, who are encouraged to actively contribute to the improvement of our quality performance.

Rex Wong Siu-han, JP  
CEO  
1 April 2025