

**QUALITY POLICY**

Our Company offers services to the construction industry, for clients in both the private and public sector.

It is our policy to be renowned for customer satisfaction and be an organisation with whom clients, suppliers and sub-contractors wish to do repeat business.

We regard our employees as partners in achieving our goals and we ensure that our quality system operates with their full understanding, participation and co-operation. This is achieved through their active involvement and by effective training.

Our long-term commitment to quality is demonstrated in our registration to BS EN ISO 9001:2008 through independent assessment by an accredited certification body. The Quality Management System is regularly reviewed and improved so that our clients may be assured of satisfaction.

**Our objectives are:**

- To achieve repeat business or recommendation by providing customer satisfaction.
- To promote and provide customers with value engineering solutions.
- To promote the culture of “right first time” and achieve a reduction in nonconformances.
- To provide training to all our staff in the implementation of the quality management system to meet the requirements of the new standard.
- To collect data and develop benchmarks from which continuous improvement can be measured in subsequent years.



Signed: .....  
S. R. Clarke  
Managing Director  
Dated: 12<sup>th</sup> March 2010



Signed: .....  
S. E. Jones  
Quality Manager  
Dated: 12<sup>th</sup> March 2010