



Quality Policy Statement

We are a diversified contractor with the ability to meet the needs of clients on a variety of project types, including new construction, renovation of sports facilities, performing arts centres, hotels, retail centres, office buildings, health care facilities, educational facilities, laboratories, multi-family residential and manufacturing plants.

The Quality Management System (QMS) operated by us complies with the latest issue of the International Standard for Quality Systems, namely, ISO 9001:2015.

The directors and managers of our organisation are committed to the operation, continual improvement and maintenance of the Quality Management System and to ensure that the Quality Policy of the company is communicated to all levels. We aim to ensure that risks and opportunities are addressed and take action to reduce any impact on our customers.

A fundamental part of which is the education, training and involvement of all personnel and in particular the enhancement of customer satisfaction by ensuring that we meet or exceed customer requirements.

The company goals and objectives are detailed in our management system and it is the intention not only to implement and maintain ISO 9001:2015, but to use it as a springboard to further successes to ensure that we continue to act in a dedicated, professional and controlled manner.

We will also use the quality system as a way to ensure that legal and other statutory requirements are met and checked through contractual discussions, internal audits and reviews.

The quality of all services and associated construction projects, is controlled to ensure the early and prompt detection of actual and potential deficiencies, trends or conditions which would lead to unsatisfactory quality and so enable the company to take corrective action, which is both timely and effective.

It is therefore very important that defects are detected, controlled, analysed and corrected before handover to our customer. A measure of the company's success in achieving our goals is the number of successful tenders, contracts, customer comments and complaints it receives. A detailed analysis of these areas is carried out by the company during the Management Review Meetings. The framework of control for the management system and policy will be provided by internal audit, management review and by monitoring our objectives on a yearly basis.

The company is committed to complying with all requirements of ISO 9001 and continually improving the effectiveness of the quality system by being proactive in our corrective actions.

Only by being continually aware of trends within the business can our policy of achieving continual improvement be achieved and all employees and suppliers to the company are expected to contribute to this goal. This policy is reviewed yearly for continuing suitability.

David Hickson
Director

Date: 1st September 2018