



OUR COMMITMENT

This policy statement forms part of our overall management systems which is accredited to BS EN ISO 9001:2008 and NHSS Sector Scheme 16 Certification

Approved Scope

The Provision of all Relevant Operations Specific to Road & Car Park Asphalt Construction, Civil Engineering and Associated Works in Compliance with the Requirements of National Highways Sector Scheme 16.

Aims and Objectives: Our aim is to provide defect free goods and services to our customers on time, within Budget and to the highest Quality Standards

Responsibilities: The responsibility for implementing and determining company policies is derived by the Board of Directors. David Elliott has been appointed as having overall responsibility for quality. Each employee shall recognise personal responsibility for observing the Company's Policy, Instructions and Procedures.

Regulatory Requirements: We will set standards that comply with all relevant statutory requirements affecting employees, contractors, visitors and the general public and will monitor our quality performance and implement improvements where appropriate.

Quality Management System: We will maintain our management systems in accordance with our BS EN ISO 9001:2008 certification ensuring all instructions, policies and procedures are applied to all work activities.

Managing Quality Requirements: Our commitment to managing our quality requirements is to:

- Continuously develop and improve our Quality Management Systems and their effectiveness.
- Monitor and review quality objectives and targets.
- Getting it "right first time" leads to customer satisfaction.

Delivering our Quality Requirements: Our commitment to delivering our quality requirements is to:

- Achieve customer satisfaction by ensuring customer needs and expectations are determined and fulfilled.
- Communicate the importance of meeting customer needs and legal requirements.
- Ensuring robust processes are implemented to monitor customer satisfaction and feedback.
- Promote a quality culture to enable employees to take pride in the work they undertake.
- Conduct management reviews of the effectiveness of the implementation of our Quality Management Systems.
- Ensure the availability of resources, plant and materials.

Communication of Policy: This policy is communicated to all employees and is made available to any interested party.

Policy Review: This policy statement will be reviewed on an annual basis and amended where appropriate.

David Elliott
Managing Director

May 2016

"Excellence built on Experience"