

This Policy forms part of our Integrated Management System (IMS), which is certified to BS EN ISO 9001:2015, ISO 14001:2015, ISO 45001:2018, National Highways Sector Scheme (NHSS) 16 Certification, and UKCA/CE Marking to EN 13108.

The IMS's scope follows the requirements of ISO 9001:2015, ISO 14001:2015, ISO 45001:2018, National Highways Sector Scheme (NHSS) 16 Certification, and UKCA Marking to EN13108, as noted in the IMS Manual and subordinate documentation.

**Responsibilities:** The Board of Directors determines Company Policies. Mark Davison and Dave Elliott, Chief Executives, have been appointed responsible for this policy.

This Policy applies to all employees of MGL Group (MGL Demolition, Rainton Construction & Tynedale Roadstone) and the supply chain regardless of employment agreement or position.

**Purpose:** We aim to provide the highest quality, professional, and efficient service to ensure the satisfaction of all our clients and stakeholders' requirements. This achievement will secure efficiency and strong client and stakeholder relationships and enhance long-term sustainability and profitability within the company.

In addition, we will:

- Deliver our projects and services within agreed quality, time, and cost tolerances. "Getting it right the first time."
- Where required, such information as necessary will be included in a contract-specific quality plan
- Strive to fulfil and, where possible, exceed the compliance obligations to which we subscribe
- Seek ways to work with our clients and stakeholders to drive best practices within the industry.

**Performance:**

- We will complete internal audits and measure our performance to seek continuous improvement and implement measures to enhance the quality performance of the Company's products and services
- We will establish short- and medium-term quality objectives and targets for our key priorities
- We will recruit suitably qualified, skilled, and experienced employees and provide opportunities that continually improve their skills.
- We will utilise processes to establish regular Client and stakeholder feedback to help us continually improve our products and services
- Each employee will have a proper understanding of the importance of the Quality Management System, their responsibility to contribute to its effectiveness, and its direct relevance to the success of the Company
- We will conduct management reviews of the effectiveness of the implementation of our Quality Management Systems
- We will ensure suitable and sufficient resources to enable the Company to achieve its quality aims and objectives.

**Implementation:**

- Directors, managers and supervisors are responsible for implementing this Policy through the formal Quality Management system. They must ensure the likelihood of quality risks being removed or reduced before they occur and deal effectively with issues if they do.
- All employees and subcontractors are expected to cooperate and assist in implementing this Policy.

**Communication of Policy:** This Policy Statement is communicated to all employees and supply chain partners and is made available to all interested parties.

**Policy Review:** This Policy Statement will be reviewed annually to ensure it reflects current legislation and regulations and amended where necessary.

David Elliott – Chief Executive

Mark Davison - Chief Executive

**December 2024**

**Signed Policies Are Available Upon Request**