



QUALITY POLICY

It is our policy to continually pursue customer satisfaction by supplying civil engineering services that are quality assured and completed on time.

In order to achieve this we must remain competitive now and in the future, through continuous quality improvement from our employees to all aspects of our processes, in accordance with BSEN ISO 9001 standard and our quality systems. We do this by:

- demonstrating top management leadership and commitment to our quality management system including the establishment and communication of objectives
- understanding the issues that may affect the intended outcomes of our Quality Management System, the needs and expectations of interested parties and the risks & opportunities they present;
- assigning responsibilities and authorities for processes and to plan, implement and control them accordingly
- providing an environment, sufficient resources, infrastructure and competent people to operate the quality management system
- regularly reviewing and communicating the knowledge necessary for the operation of our processes and to achieve conformity of our products and services.
- establishing, implementing and maintaining an appropriate design and development process to support our products and services
- conducting internal audits to evaluate the effectiveness of the quality management system and taking appropriate action when non-conformities occur
- determining opportunities for continual improvement and implementing the necessary action to achieve this

We believe that that the key elements essential in achieving our objectives are the provision of highly skilled personnel, the right materials, equipment, clearly defined methods of working and continual communication and the promotion of quality throughout the company.

In particular, we are committed to operating to the National Highway Sector Scheme 16 for the laying of asphalt, through procurement traceability, a competent workforce, internal audit and management review.

This Policy will be reviewed when required and at least annually.

John Dielhof
Managing Director
5th August 2017