

# Quality Policy

Our team's technical, logistical and operational strengths provide clients with a flexible and reliable solution to their foundation needs.

Our aim is to provide an unparalleled level of service to all our customers and clients by delivering projects safely, on time, within budget to the required specification. To ensure greater efficiency and meet our growth targets we are continually developing our people, plant and services.

Core values and objectives are:

- **Reliability**
- **Responsibility as a contractor**
- **Flexibility to customer needs**
- **Non-confrontational approach in developing customer relationships**
- **Understanding customer requirements and completing projects, to specification, on-time, every time**

Quality objectives are defined and monitored within the company and regularly reviewed to identify opportunities for continual improvement.

Certification to the internationally recognised standards for Quality (ISO9001: 2015) is central to the way that the company does business.

We will work to continually improve the company performance and associated management systems, to meet, satisfy and delight our customers and clients.

The systems defined have my active full support. They are under continual review and improvement, however once defined are mandatory for all personnel.



Steve Hadley

Managing Director

28<sup>th</sup> March 2019