

## QUALITY POLICY

### Quality Policy Statement of Intent

Powell & Co construction recognises that the maintenance of quality standards in all activities is the key to our success and reputation.

The company is committed to a policy to provide a service which fulfils the requirements and expectations of our customers and ensure any regulatory requirements are maintained.

The Managing Director is responsible for determining measurable objectives for customer satisfaction and the aspirations of the company.

The company aims to ensure:

- That Competent personnel are always available to meet the customer needs & expectations.
- That a high quality of service is given providing optimum value to the customer commensurate with cost.
- There is a consistent approach towards public, customer and employee safety and welfare.
- That legislative and regulatory requirements are always complied with.
- That processes are performed in a cost-effective manner and waste is minimised.

The system operates from the receipt of an enquiry to completion of the project involving a series of processes which are operated within the business.

Suitable & appropriate indicators of performance of processes are used to identify potential improvements in the company's capability and capacity.

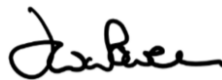
The processes and practices together with other documents which are adhered to by all employees. Objective evidence is provided to demonstrate that systems are maintained and that the processes are being effectively operated.

The company continually improves the effectiveness of the quality management system, and the objectives are appraised at management reviews at which this policy is examined for continued suitability.

All employees are made aware of this policy and its objectives and are committed to its implementation.

The system is maintained by ongoing verification activities together with appropriate training and education of those involved and the overall improvements sought are monitored as part of the regular management review of our systems.

Signed



Jason Powell *Director Responsible for Quality*

Date

5<sup>th</sup> December 2023

Review Date:

At least annually or as required following significant changes to the business management system.