



We aim to engage and understand our customers needs and expectations, to focus diligently on delivering work scopes and projects on time, work with customers to nurture relationships built on honesty and respect and to approach all aspects of communication in a professional manner.

We will continually improve and update our work processes, embrace where relevant new technology in order to maintain the highest level of service performance, strive for zero defects with minimal waste and to protect and maintain environmental sustainability.

We will engage with our staff at all levels to encourage commitment to quality across our range of services to supply high standards of finish both functionally and aesthetically in line with specifications.

Our operational focus will be to provide and maintain safe and healthy working conditions including equipment and systems of process for all our staff, contractors, and visitors. We accept our responsibility for prevention of pollution, and we confirm our commitment to comply with relevant legislation covered by our integrated management system.

Our objectives are:

- Zero injuries to personnel, contractors, visitors or public
- Zero environmental issues
- Meeting customer specifications
- Customer product realization and satisfaction
- On time delivery (Target > 90%)
- Reducing waste and minimising cost of quality

We measure performance of these objectives at quarterly management reviews and prioritise effective solutions on identified actions.

To assure customers of the planned and process focused approach to running our business, the company operates the (IMS) to meet the requirements of:

- ISO 9001: 2015 [Quality]
- ISO 14001: 2015 [Environment]
- ISO 45001: 2016 [H&S]
- ISO 3834-2

The (IMS) system is subject to internal and external audit and review to ensure it meets requirements of legislation, customers, business, and policy objectives as well as the management systems standards.

All personnel must follow the system and are encouraged to report any issues with any aspect of the (IMS) to the General Manager who is responsible for the day-to-day management of the business.

As the Managing Director I commit to the provision of leadership to all stakeholders on labour standards, financial accounting, procurement, supplier and supply chain management relations, environmental & health and safety practices, and the continual improvement of this system.

Russel Davies (MD)

25th November 2022