



QUALITY POLICY STATEMENT

It is my policy and that of DENHOLM REES & O'DONNELL to provide an efficient and professional service which complies with the requirements of our customers

Our Objectives are:

- To ensure that customers' total requirements are understood, including those for delivery and post delivery activities and statutory and regulatory requirements
- To ensure that we understand the customers' intended use of the product and take account of relevant requirements not stated by the customer
- To satisfy defined contract specifications
- To operate DENHOLM REES & O'DONNELL in a cost effective manner and continually to improve the effectiveness of the quality management system.

To accomplish these objectives DENHOLM REES & O'DONNELL has established and maintains an effective quality system based upon the requirements of BS EN ISO 9001. This system and its records provide the basis for analysis of performance leading to improvements in the effectiveness of the quality system. Specifically, the business plan is aligned to the needs of our customers and subject to annual review. Specific quantified annual targets are established through the business plan and management review, as necessary. These are expressed as Key Performance Indicators (KPI) for use by management in daily control of the works. This Quality Manual and the Business Plan contain the criteria against which effectiveness can be measured.

This Quality Manual is the key document that describes the quality system. Specific functional controls are listed and defined in a more detailed manual of procedures, process methods, specifications and work instructions.

All staff are to read, understand and comply with this policy

All staff are responsible for the quality of the work they do

Name - Alan Hayes

A handwritten signature in black ink that reads 'Alan Hayes' in a cursive script.

Position - Managing Director

15th October 2014