

## QUALITY POLICY STATEMENT

Hughes and Salvidge Limited values its customers and are committed to provide an exceptional service, we have an excellent and demonstrable reputation for producing high quality work, managing projects safely, with minimal disturbance to others.

### At Hughes and Salvidge with our Projects, Customer's, People and Supply chain we will;



Always be Customer Focused. Control documents to prevent the use of obsolete information. Identify Time, Cost and Quality as high priority on every project. Feedback ideas and innovations.



Ensure customer satisfaction can be measured through timely project completion and within agreed timescales. Ask our customers on performance and quality and act upon the feedback.



Recognise that to maintain a quality management system; that all employees have clear and unambiguous roles and responsibilities and are appropriately trained.



Monitor the performance of our supply chain and seek improvement where deficiencies have occurred.

### Hughes and Salvidge continually endeavour to provide and maintain an exceptional service by ensuring:

- Principles of quality are upheld and supported.
- Appropriate and/or necessary documentation is maintained, controlled and archived in accordance with ISO 9001 - 2015
- Opportunities for continuous improvement are identified and implemented
- Ensure system management reviews, audits, and customer feedback are undertaken and communicated.

As CEO of the Company, I have ultimate authority and responsibility for the continued effectiveness of Quality Management within Hughes and Salvidge and this statement represents my commitment to ensure that Quality Management is an integral component of all aspects of Company business.

This Statement is available to the public via the website at [www.hughesandsalvidge.co.uk](http://www.hughesandsalvidge.co.uk)

Signed:



Martyn Burnett, CEO

Date: 5th January 2026

Review date: 6<sup>th</sup> January 2027