

## **QUALITY POLICY STATEMENT**

This Statement will be displayed prominently at the Company's head office and all sites where Hughes and Salvidge is Principal Contractor under CDM regulations.

Hughes and Salvidge values its customers and is committed to provide an exceptional service, which complies with their stated policies, requirements and principals. We have an excellent and demonstrable reputation for producing high quality work and for managing projects safely with minimal disturbance to others. This has attracted complimentary testimonials from a wide range of clients.

Customer satisfaction can be measured through timely project completion and again we have an excellent and demonstrable record for completing projects within agreed timescales, and in many cases ahead of time where acceleration has been required.

We hold certification to BS EN ISO 9001: 2008. Our ethos is to be committed to achieving high quality and consistency in the management of all our business through a systematic and disciplined approach by all employees in their activities associated with the internationally recognised managed system.

Hughes and Salvidge recognise that to maintain a quality management system; it is imperative that all employees have clear and unambiguous roles and responsibilities, which ensure that the day-to-day operation of the Company is carried out in an efficient manner.

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

- Principals of quality are upheld and supported by employees at all levels
- Employees' responsibilities and duties are clearly identified
- Employees are appropriately trained to enable them to undertake these duties
- Employees are empowered within the scope of their responsibilities
- Sufficient resources are provided to carry out the work in hand
- Appropriate and/or necessary documentation is maintained, controlled and archived in accordance with ISO 9001: 2008
- Site inspections of projects are undertaken on a regular basis
- Legislation is strictly adhered to and standards are maintained
- Opportunities for continuous improvement are identified and implemented

As Managing Director of the Company, I have ultimate authority and responsibility for the continued effectiveness of Quality Management within the Company 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, Managing Director

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