



QUALITY POLICY STATEMENT

Cawarden Company Limited is committed to getting it right first time, every time and to operate every aspect of the business that consistently offers the highest possible standards of quality and service. We aim to provide our clients with the comfort and satisfaction of achieving and exceeding their requirements and expectations by effective planning, preparation and management control.

The management is committed to the continual improvement of the Quality Management System by establishing, implementing and reviewing quality objectives for all aspects of our activities.

Our Quality Policy provides the following benefits and values:

- Reduction of accidents by working in a planned, systematic and safe manner at all times.
- Create and maintain a culture of quality within the company through adequate and competent resources, materials, workmanship and management control.
- Best practice procedures through continual review, improvement and implementation of our quality control management systems. This is to ensure that we operate effectively and efficiently to meet or exceed the needs of our customers.

Quality Management System

The Company has implemented and maintains a documented Management System which is EN ISO 9001 that defines our organisational arrangements for managing Quality Standards.

In addition to our commitment to continual improvement, we will:

- Ensure that all consultants, suppliers, subcontractors and others who are involved in our projects meet the required quality standards and that effective communication is maintained at all times.
- Communicate clearly with our customers to ensure we satisfy their requirements.
- Ensure that all our employees are trained in quality assurance and that effective training is ongoing at all levels.
- Deliver our clients the standards of quality specified in the contract and seek feedback from them as to the level of quality delivered.

Continually review and improve our 'set business objectives' whilst actively involving our employees and subcontractors in attaining those objectives.

All employees, subcontractors, suppliers and project partners have been made aware of the management commitment to this policy and are encouraged to demonstrate their own support to the system by continual active participation.

For and Behalf of the Board

W. Crooks, Company Director

June 2024 Next Revision Date: June 2025
