

Policy Aims:

We are committed to the continuous improvement of quality across all areas of N & G Groundworks Ltd operations, and to remain at the forefront of implementing best practice initiatives within our business.

To achieve the desired quality standard, N & G Groundworks Ltd:

- provides duties and responsibilities to cover all levels of management and ensures understanding and compliance of this policy.
- ensures the policy is communicated to all staff.
- provides adequate resources to effectively implement this policy.
- regularly reviews the company's performance, and setting objectives and targets aimed at improving the company's quality performance.
- seeks to continually improve company and management systems, procedures and cultures in all areas that may lead to improved quality performance.

To implement this policy and to achieve our quality objectives we have developed processes and procedures that are contained within our management systems. These procedures and processes comply with the requirements of *ISO9001* and are mandatory for all our staff.

This will ensure that:

- We regularly review this policy to ensure that it drives continuous improvement and sets challenging targets for business improvement.
- We fully comply with the requirements of *ISO9001*.
- We not only follow but lead industry best practice initiatives to exceed the quality requirements and expectations of our customers.
- We will establish quality objectives in our Annual Review of the Quality Systems, and our monthly HSQ&E meetings. They will be regularly monitored and reviewed to benchmark their effectiveness.
- Our policy and procedures are communicated and embraced within the organisation as part of its underlying culture.
- Our policy and procedures are regularly reviewed for continuing suitability and effectiveness.



Quality Management Policy

N & G Groundworks Ltd shall ensure that all personnel understand and fully implement the Company's policies and objectives and can perform their duties effectively through an ongoing training and development programme.

Objectives needed to ensure that the requirements of this policy are met, and that continual improvement is maintained in line with the aim of the policy, will be set, determined and monitored at Management Review.

Signed: *A Spurdle*

Date: 05/10/2021

Full Name: Alexander David Spurdle

Position: Director



Quality Management Policy