

SMITH

BUILDING SERVICES LTD
Maintenance and Construction Company

QUALITY POLICY STATEMENT

1. Smith Building Services Ltd recognises it has a responsibility to manage the quality of the products and services it provides to all Customers. The Quality Manager/Director responsible for quality Christopher Wood, recognises that ensuring and maintaining the quality of the work & services provided by the company is critical to the long-term future of the company. In order to achieve this the company will:

2. The Company, so far as is reasonably practicable, proposes in particular:
 - a) To plan for quality requirements in all existing and future activities of the Company
 - b) To ensure compliance with contractual and legal requirements and standards
 - c) To maintain standards in line with current best industry practice
 - d) To provide adequate training and development of all staff to ensure they are capable
 - e) To assess the capability of suppliers and sub-contractors employed by the Company and only use those known to meet quality requirements
 - f) To monitor quality performance by audits, reviews of complaints, non-compliances and measurement of customer satisfaction to ensure required standards are maintained and to identify areas where corrective or preventive actions are required
 - g) To set objectives, targets and programmes with a view to continual improvement of the services provided.

Senior Management team will share the responsibility for maintaining overall quality. Overall responsibility for the quality is held by Christopher Wood.

Senior Management shall further ensure that this policy is:

- a) Communicated to all staff and other interested parties.
- b) That the Policy is reviewed on an annual basis as a minimum to ensure they are up to date, effective and meet the overall objectives towards quality.

Signed:



Christopher Wood

Responsible for Quality Management

Smith Building Services Ltd

24 February 2025