

## **QUALITY POLICY STATEMENT**

Knox & Wells Ltd aims to provide defect free services to its customers on time and within budget. The company operates a Quality Management System in accordance with the requirements of BS EN ISO 9001:2015 certification, including aspects specific to the construction industry.

This is achieved through our Integrated Management System that meets the requirements of ISO 9001:2015 and also ensures our business processes are carefully monitored, measured and controlled to promote a continual improvement in our environmental performance.

Knox & Wells Ltd provides the management of construction services to a variety of public and private sector clients.

This scope is applied for the certification to ISO 9001:2015, & ISO 14001:2015.

Management is committed to:

- Satisfying applicable requirements by ensuring that customer and applicable statutory and regulatory requirements are determined, understood and consistently met.
- Continual improvement of the IMS by ensuring the risks and opportunities that can affect conformity of services and the ability to enhance customer satisfaction are determined and addressed and the focus on enhancing customer satisfaction is maintained.

Management shall:

- Take accountability for the effectiveness of the IMS.
- Ensure the quality policy and quality objectives are established for the IMS and are compatible with the context and strategic direction of the Company. Quality objectives have been set and are maintained as part of the IMS internal auditing, monitoring and management review processes, in order to enhance customer satisfaction.
- Promote the use of a process approach and risk-based thinking.
- Ensure that the resources needed for the IMS are available; including training, support and encouragement.
- Communicate the importance of effective quality management and of conforming to the IMS requirements.
- Ensuring that the QMS achieves its intended results.
- Engage, direct and support persons to contribute to the effectiveness of the IMS.
- Promote improvement.
- Support other relevant management roles to demonstrate their leadership as it applies to their areas of responsibility.
- Establish partnerships with suppliers and interested parties to provide an improved service.

The management has a continuing commitment to:

- Continually develop & improve the effectiveness of the Integrated Management System.
- The enhancement of customer satisfaction.
- Determine 'Interested Parties' that are effected by the Organisation's operation and understand and meet their needs & expectations.
- Determine the needs & expectations of Interested Parties that will become part of the Company's 'Compliance Obligations' and fulfil the aim of achieving customer satisfaction.
- Communicate throughout the Organisation the importance of meeting customer needs & expectations and all relevant statutory, regulatory & compliance obligation requirements.
- Establish the Quality Policy and its objectives.
- Ensure that the Management Reviews set and review the quality objectives, and reports on the Internal Audit results as a means of monitoring and measuring the processes and the continuing effectiveness of the Quality Management System within the Integrated Management System.
- Ensure the availability of resources so that inputs meet the intended outputs.

Quality management implementation is through the Integrated Management System which is mandatory in application. However, its success can only be achieved by the participation and commitment of everyone at Knox & Wells Ltd.

This policy will be communicated to all employees and organisations working for or on our behalf. Employees and other organisations are expected to co-operate and assist in the implementation of this policy, whilst ensuring that their own work, so far as is reasonably practicable, is carried out without risk to themselves, others, or the environment.

This policy will be reviewed annually by top management and where deemed necessary will be amended and re-issued. Previous versions of this policy are archived.  
This policy is available to relevant interested parties, upon reasonable request.

All persons working with or for Knox & Wells Ltd will receive full support to ensure the Integrated Management System is fully understood, implemented and maintained throughout.

It is Knox & Wells Ltd.'s responsibility to ensure the Integrated Management System functions correctly and its effectiveness is maintained through monitoring, control, audit and review.

Guy Leach - Managing Director