

## Quality Policy Statement

Watson & Cox Construction Limited's commitment to quality is outlined as follows:

### Objective

To deliver a professional, efficient, reliable and best value service through collaboration and working in partnership with others to achieve exceptional client satisfaction and enhanced market status. To provide this service in a manner meeting all specified customer requirements. This policy shall provide a framework for setting out quality objectives.

### Policy

In order to achieve these objectives our organisation is committed to:

- Maintain and implement a Quality / Integrated Management System appropriate to our operation which recognises and provides for the internal and external client services. The Quality / Integrated Management System is developed in accordance with the requirements of BS EN ISO 9000 Suite of standard including BS EN ISO 9001;
- Continual Improvement of the Quality / Integrated Management System
- Demonstrating our commitment to ongoing staff development
- Actively promoting our 'Commitment to Quality' culture at all levels of our organisation;
- Continually seeking to improve our service to our customers;
- Delivering all projects on time and defect free by maintaining a 'right first time' culture in all that we do;
- Communicating our policies, objectives and system to all of our staff and employees;
- Offering all staff the opportunity to contribute to the continual improvement of our procedures;
- Requiring all staff to perform their duties in accordance with our management systems, policies and contractual requirements;
- Ensuring that all staff are allocated appropriate responsibility and authority to implement and develop our policy;
- Regularly review our policies and Management Systems for suitability and effectiveness;
- Comply with Statutory and Regulatory requirements.

The Policy Statement will be reviewed annually.



D J Wallace  
Managing Director  
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