

**QUALITY POLICY ISO 9001**

**STATEMENT**

**Quality Aims**

Coulson Building Group, comprising Coulson Group Limited, Coulson & Son Limited and Coulson Joinery Limited, are committed to providing, maintaining and improving a high-quality service of Construction, M&E Services, Maintenance, Joinery and associated services for the public and private sectors to ensure all contractual requirements between the Company and its Clients will be consistently achieved by:

**Policy Procedures**

- Promoting an understanding of our customers' needs, together with a culture of exceeding customer expectations.
- Promoting quality awareness and understanding amongst all our staff so that their working activities are in line with our Integrated Management System.
- Developing seamless processes by fully integrating the services provided by our suppliers and partners.
- Ensuring that our subcontractors and our suppliers are aware of and apply quality standards compatible with our own.
- Monitoring our performance through key performance indicators in order to continually improve our processes and services.
- Setting Quality Objectives that are regularly reviewed by management to ensure that continuous improvements are achieved.
- Ensuring adequate resources are in place to ensure that the product is delivered on time and to the customer's satisfaction.
- Utilising our ISO 9001 and 14001 Integrated Management System for all Company processes.
- Comply with all relevant legislation, Government guidelines, codes of practice and regulations. Where regulation and codes are absent we will establish our own standards.
- Maintain emergency and business continuity plans.
- Bring this policy to the attention of all its employees and stakeholders.
- Be displayed on our website.
- Be included in induction packs for new starters.
- Review the policy on a regular basis.

Coulson Building Group's Senior Management Team will be responsible for implementing our action plan, progress toward targets and communication targets and results to all staff.

**SATISFACTORY QUALITY OF OUR PRODUCTS AND SERVICES IS FUNDAMENTAL TO THE SUCCESS OF OUR BUSINESS**



Paul Glover  
Managing Director