

QUALITY POLICY STATEMENT

We are a specialist provider of services involving the provision of the design, installation, service and maintenance of mechanical and electrical systems in buildings and infrastructures. We serve a range of clients in the defence, retail, health care, education and leisure industry, and specialise in new build and major refurbishment contracts.

We are committed to achieving customer requirements and enhancing their satisfaction. As a GasSafe, NICEIC, HVAC and SafeContractor accredited organisation all services provided shall as a minimum comply with legal and other requirements applicable to our activities.

To ensure the achievement of the above commitments we shall:

- Plan our activities to achieve customer requirements and associated legal and other requirements.
- Provide resources necessary to achieve these company objectives.
- Ensure the competency of all persons working on our behalf, providing the required level of instruction, information and supervision, consulting on our proposals and communicating our requirements to all persons working on our behalf.
- Provide equipment and other resources that are fit for purpose, suitable for the tasks and meet legal requirements. Measuring equipment is calibrated before use.
- Procure materials and equipment from approved sources, and ensure that goods received meet established purchasing criteria.
- Monitor the performance of the company through site surveillance, system audit, and review with customers at regular intervals performance so to ensure their satisfaction and to identify areas for improvement and to ensure future availability of resources.
- Where we do fail to meet our objectives, we identify the nonconformity and implement necessary corrective actions to remedy it and take preventive actions to prevent reoccurrence.
- We review our performance annually to ensure that we are achieving our objectives and to identify areas for continual improvement.

We will ensure that this policy is provided to employees and all other interested parties on request and via our noticeboards, induction processes and method statements. We will review this policy at least annually.

We sign below to endorse and approve this policy:



Gerry Farrelly
Managing Director



John Farrelly
Commercial Director

04 January 2013