

## QUALITY POLICY

Bethell Construction provides multi-disciplined support services to a range of public and private clients. The prime areas of expertise are:

- Civil Engineering Construction and associated works.

The Bethell Construction Quality Policy is:

- To develop and maintain a quality management system which satisfies the requirements of ISO9001:2015 and is based on continuous process improvement and the avoidance rather than detection of problems.
- To supply quality products and services by aiming to exceed the requirements of customers.
- To establish strong relationships with both customers and suppliers that will contribute to improving the quality of what is provided and purchased.
- To provide all employees with the training, resources and support needed to supply quality products and services to customers.
- To set meaningful quality objectives through the framework of the Management Review which will then be converted into individual measurable objectives for all relevant employees and functions, and to ensure that they are tracked and reviewed through the Quality Management System Planning programme.
- To properly communicate the quality policy and quality objectives to all employees.
- To give individual responsibilities and accountability for the Quality Management System to employees, and to actively encourage each employee to realise his or her potential.
- To establish an environment that supports the production and delivery of high quality products and services.
- To commit to comply with both client and contractual requirements and continually improve the effectiveness of the Quality Management System.
- To foster the concept of a team approach within the organisation, based on increasing the company's competitiveness by way of improved quality and productivity.
- To commit to and comply with National Highways Sector Scheme 16 for our road construction works

This Quality Policy is displayed as a symbol of commitment.

Each new employee is provided with a copy of the quality policy as part of the induction programme.

All employees are issued with a copy of the quality policy whenever there is a change or amendment to it.

The quality policy is reviewed for continuing suitability at the Management Review.



V O'Dowd  
Managing Director

Date: 8<sup>th</sup> July 2021