

Halsall Construction Ltd ensures that this statement and the associated procedures apply to all activities and work undertaken by the company. Halsall can demonstrate its ability to consistently meet customer, statutory and regulatory requirements together with its commitment to enhance customer satisfaction through conformity with client needs and continual improvement of our systems.

Halsall's success is based on the quality and commitment of its experienced and professional management and construction teams. Ongoing development of our operations and upgrading of equipment and facilities ensure that we combine the best in modern building techniques with the best in traditional craft skills.

Not only are we committed to producing a quality product, but also in providing our clients with a quality service throughout the construction of our projects. The Halsall approach is to listen and openly discuss the individual needs of every contract so our customers receive what they require and more importantly, know exactly what they are getting before any contract is signed. We work closely and collaboratively with our customers throughout project delivery to ensure their expectations are met.

Halsall's philosophy is to maintain, and improve if possible, our record of providing work of the highest quality, in accordance with the clients' requirements, on time and within budget. To this end we endeavour to work as a team in a spirit of co-operation with the customer and their professional representatives.

Halsall is committed to:

1. Continue to fully meet the requirements of ISO 9001: 2015
2. Setting and monitoring Targets and Objectives
3. Reduce incidents and customer complaints
4. Identify improvements to existing working practices
5. Provide a quality project management service through the delivery of projects
6. Continually evaluate the effectiveness of HS Plans and Project Plans etc For Halsall to achieve the above objectives, all employees & sub-contractors must:
 - i. Understand the customer's requirements
 - ii. Be responsible and accountable for the quality of service and quality of work

The Senior Management Team are totally committed to this Statement which complies with the requirements of ISO 9001: 2015 and is understood and implemented by all employees & representatives of the company.

This statement will be reviewed annually (or as and when required) by the Managing Director. It is briefed and acknowledged by all employees on induction and following any policy changes.

Name :	Author:	Reference:	Date:
Quality Policy	Steve Sanders	SHE 110.001	March 2018