

Quality Policy

Henry W. Pollard & Sons Limited (the 'Organisation') aims to provide defect free products and services to all its customers, on time and within budget.

The Organisation operates a Quality Management System that has gained ISO 9001: 2008 Certification, including aspects specific to the provision of Major Contracting, Design and Build, Refurbishment and Maintenance in both the Public and Private Sectors.

The management is committed to:

1. Develop and improve the Quality Management System.
2. Continually improve the effectiveness of the Quality Management System.
3. The enhancement of customer satisfaction.

The management has a continuing commitment to:

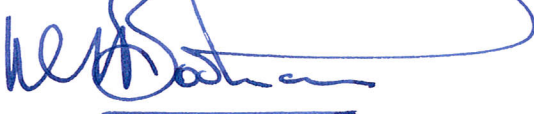
1. Ensure that the customer needs and expectations are determined and fulfilled with the aim of achieving customer satisfaction.
2. Communicate throughout the Organisation the importance of meeting customer needs and all relevant statutory and regulatory requirements.
3. Establish the Quality Policy and its objectives.
4. Ensure that the Management Reviews are set and review the quality objectives and reports on the Internal Audit results on a regular basis as a means of monitoring and measuring the processes and the effectiveness of the Quality Management System.
5. Ensure the availability of resources.

The structure of the Quality Management System is defined in the Quality Procedures Manual.

All personnel understand the requirements of this Quality Policy and abide with the contents of this Quality Procedures Manual.

The Organisation complies with all relevant statutory and regulatory requirements.

The Organisation constantly monitors its quality performance and implements improvements when appropriate.



Bill Badham
Managing Director
27th January 2017

a building reputation...