



**SUSTAINABLE
CONSTRUCTION**



QUALITY POLICY



It is the objective of Construct Bids Limited (CBL) to satisfy the quality and delivery requirements of our customers at competitive prices. We will measure our performance in meeting customers' needs and work with them to continually improve the service that we provide.

To achieve this objective, the company will maintain an effective and efficient Quality Management System based upon the requirements of ISO 9001:2000.

1. Leadership:

The leadership team understands its business both internally and externally and will diligently ensure standards are maintained in all aspects including contracts, legislation, benchmarking, surveys, customer satisfaction, market intelligence, future trends & customer expectations

Specifically:

- Establish and implement all policy requirements
- Monitor and measure the effectiveness of our business processes and company objectives through our Management Reviews and Internal Audit Processes
- Encourage all employees to identify problems and make suggestions to improve all aspects of our working practices.
- Ensure effective communication of all quality policies to employees
- Ensure that the company provides its services to all clients equally, without discrimination on the basis of colour, race, nationality, ethnic or national origin
- Provide the necessary work environment to ensure the wellbeing of our employees and visitors
- Ensure that the company complies with all necessary regulatory and legal requirements
- Take necessary action if quality performance is not meeting the intended results

2. Planning/Risk Management

The business will adopt a process-led approach and operate a risk-based thinking methodology, e.g. process modelling, process mapping, risk management (identification, severity, ownership, treatment etc.) competition awareness, capability reviews, resourcing evaluation, barriers to market, investment, business continuity, innovation, future trends, planning for changes, new technology, new products/services and building on current strengths and assessing potential weaknesses.

Specifically:

- Provide a rigorous decision-making and planning process
- Provide the flexibility to respond to unexpected threats
- Take advantage of ethical opportunities that provide a competitive advantage
- Equip managers with tools to anticipate changes and threats, and to allocate appropriate resources
- Assure top management and stakeholders that critical risks are managed
- Enable better business resilience and compliance management



3. Support

CBL will commit to supporting relevant management roles. It will do this through organisation hierarchy, trust, empowerment, responsible delegation, coaching, sharing knowledge, removing barriers and maintain a culture of learning over fault.

Specifically:

- Ensure the availability and competence of the support resources for our core processes
- Provide all necessary financial and physical resources to support QMS
- Ensure ongoing governance, process evaluation & process improvement

4. Operational management

The business is committed to the continued improvement in product and service performance. We will do this through defined performance criteria, effective communication, setting targets, data capture, data reporting & management review

Specifically:

- Ensure that all employees are aware of our Quality Policy and committed to the effective implementation of our Quality Management System
- Conduct structured and regular review meetings to ensure regulatory compliance

5. Performance Evaluation & continued improvement

The senior management is committed to the creation of an environment for continual improvement, e.g. proactive – product/service/process implementation and improvement initiatives, business improvement projects, waste reduction, process re-engineering, cost reduction etc. and acting on process performance results, audit findings and complaints

Specifically:

- Seek customer views and perceptions on general and specific business performance
- Monitor customer satisfaction and set objectives for continuous improvement
- Analyse the causes of any complaint and take appropriate action to prevent reoccurrence

The achievement of our quality objectives and continuous improvement is fundamental to all activities carried out within our company and must be practised by all employees as an integral part of their daily work

Signed on behalf of the Board of Management:

A handwritten signature in black ink, appearing to read 'R Mellor', is written over a light blue horizontal line.

Position: **Managing Director**

Date: **2nd Jan 2020**

Addendum

Construct Bids Limited is working towards achieving ISO 9001/2000 full accreditation during 2020.