

## Quality Management Policy

The Directors and managers of **Pilbeam Holdings Limited and A & F Pilbeam Construction Limited** are committed to delivering to the highest standards achievable and **Continual Improvement**, to meet our **customer's and interested parties' needs and expectations**.

- Realising the company's most valuable asset is **its people** the directors and management team are committed to assuring their **employees are competent and aware** of their responsibilities with reference to **applicable legislation** regarding, environmental and occupational health and safety.

We shall look after our employees in terms of personal and professional development where we have the capabilities and capacity to do so through **effective training, supervision, welfare and support**.

- We will take **suitable actions to protect all interested parties including passer-by from harm as a result from our actions**, where we have the knowledge and capabilities to do so, or when it is within our control and legal responsibilities.

An **Applicable Legislation Register** is maintained to provide awareness.

- Risk and Opportunities and Objectives and Targets** registers will provide data to drive our business improvement initiatives.
- We will manage our offices, yard and sites in terms of **infrastructure and the working environment for the operation of processes**.
- We will assure all our **business documented information is traceable, accessible and secure** by using a protected web-based data base Union Square.
- We shall **effectively manage our construction contractors** via continual liaison and performance monitoring as applicable.
- By engaging **internal process and compliance audits** the directors and management teams within Pilbeam Construction Ltd. shall be aware of observations for improvement and non-conformances that can provide valuable information for improvement opportunities.
- Effective **internal and external communications** including site reviews, design reviews and requests for information, projects management reviews, and reviews of the integrated management system shall ensure all interested parties are informed, aware or consulted in project plans, issues of concern, new business and applicable changes to legislation or other requirements.
- The directors and management teams shall assure all required **resources** are available or obtainable.

These resources include:

- People (Human Resource)** – competence, qualified, experienced, flexible, responsible, available or obtainable.
- Infrastructure** – maintained and serviced offices and facilities to assure a safe working environment for the welfare of our employees, sub-contractors, visitors and other interested parties,
- Communication and information technology** – maintained, serviced and secure,
- Externally provided processes, products and services** – sub-contractors, consultants, architects, structural engineers – qualified and reliable,

- **Documented information** – traceability, accessible, and secure,
- **Logistics** – transportation, reliable,
- **Time** – planning, schedules, milestone reviews, deadlines, handovers,
- **Budget** – planning, management, forecasting, available or obtainable.

Signed .....  ..... Managing Director      Date ...15/02/2019...