

# QUALITY POLICY

## Policy Statement

The primary objective of Boots Civil is to deliver on-time, high-quality, cost-effective civil construction work and a level of service that completely meets the diverse needs and expectations of our customers.

## Aims and Objectives

- Build a mutually profitable relationship with our customers, ensuring their long-term success, through the understanding of their needs and the needs of their customers as well
- To ensure all employees understand their contribution to the success of the company and its commitment to quality
- Drive continual improvement and innovation based on efficient business processes, well-defined measurements, and best practices to meet the requirements of our customers and the ISO9001:2015
- While we endeavour to produce work and offer a service of high quality, we recognise that we can always improve. We are committed to investigating all and any incidents, complaints and opportunities for improvement and implementing improvements

## Responsibilities

### Company

- Ensure staff have the necessary skills, competencies, licenses and training for them to perform their tasks to the expected standard

### Management

- Review this policy annually to ensure it remains relevant and appropriate to the company
- Maintain the quality management system, incorporate feedback from all employees and customers and implement improvements to the system

### Employees

- All employees have the responsibility to ensure that the processes and initiatives are understood, applied and maintained within their area



**SHANE SUMMERS**

BUSINESS MANAGER