

## Group Quality Assurance Policy



### Introduction

This policy forms part of our group integrated management system

We are committed to **providing products and services** that are:

- *defect free,*
- *fit for purpose,*
- *delivered on time,*
- *at a competitive price and above all*
- *exceed expectations.*

To achieve this, we incorporate the quality management requirements of ISO 9001 into our integrated management system.

### Quality Objectives

Through our group objectives programme we maintain **specific, measurable, actionable, results-based and time-bound** quality objectives, with the intention of driving continual improvement of our products, services and the organisation as a whole.

### Feedback Programme

We operate a group-wide feedback programme capturing the experiences of clients, suppliers, contractors and other interested parties.

We review, evaluate and monitor this feedback to identify tangible improvement actions that we implement across the group to make things better for everyone involved.

### Legal, Contractual & Other Requirements

As a responsible and progressive company, we are committed to complying with all relevant legislation, contracts and any other requirements we have subscribed to including trade bodies and codes of conduct. We manage these requirements through our legal register which is updated regularly by our information services team.

### Continual Improvement

We are committed to the continued review and improvement of quality management as part of our risk based IMS to grow the company in a sustainable and responsible way.

### Fully Supported

This policy, and the entire IMS, is fully supported by the company's board, compliance team and team members.

Find Out More: <https://www.clemarkgroup.com/together/>