

## **QUALITY POLICY STATEMENT**

VolkerFitzpatrick (VF) is a multi-disciplinary construction-sector contractor operating across the United Kingdom. We operate under a fully established BS EN ISO 9001 compliant Quality Management System (QMS) which provides clear guidelines on how we manage quality throughout VolkerFitzpatrick.

Our business approach embodies the recognised principles of quality and the core philosophies of quality planning, assurance and control. We will:

- Always seek to fully understand the needs and expectations of our customers, and work together to experience excellence of service and product delivery
- Openly display leadership in the maintenance of a clear vision of our business values, strategy and direction, and communicate the business drivers, the quality mission and performance objectives to our employees, and all those under our management
- Provide our employees with the appropriate training and support needed to develop their skills, knowledge and experience. We will give individual responsibilities and accountability to employees for delivery performance, and will actively encourage each employee to realise his or her potential
- Ensure our resources and management methods include the appropriate evaluation of risks, consequences and potential impacts and value to our delivery of service. Our decision making will be based on factual analysis of accurate performance data, balanced with business experience
- Ensure our approach to management is undertaken in a structured and planned way to achieve our performance objectives in the most effective and efficient manner
- Seek continual improvement of our QMS, of our processes and our delivery. We will apply learning, encouraging innovation and seek better solutions wherever appropriate
- Maintain strong relationships with customers, supply chain and stakeholders, and work collaboratively to continually improve the quality of our delivery and the sustainability of our business

VolkerFitzpatrick's paving materials testing laboratories are governed by the QMS which meets the requirements of ISO 17025:2005. For the design, manufacture and supply of ready mixed concrete, the QMS meets the requirements of BS EN 206:2013+A1:2016 and BS 8500:2015 + A1:2016 Part 1 and 2, and client specification.

All employees and others working for VolkerFitzpatrick are required to comply with this policy, in particular, to ensure they cooperate and carry out activities in a responsible manner. It is the responsibility of VolkerFitzpatrick management and supervisory staff to ensure that this policy and its arrangements are implemented and upheld.

This policy will be reviewed annually and revised as often as may be deemed appropriate by VolkerFitzpatrick, and then brought to the attention of all employees. It is accessible to interested parties via the VolkerFitzpatrick website, Workspace, noticeboards and reception areas, or is available on request.

Richard Offord

**Managing Director**

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