

	<b>QUALITY POLICY</b>	Issue No	01
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## ***“CUSTOMER SATISFACTION FIRST”***

**A primary objective of J. G. Hale Construction Ltd is to deliver major construction projects to the satisfaction of our customers; while respecting the environment and communities in which we operate. We understand that customer satisfaction and continuous improvement are the key drivers for our business**

**We commit to:**

- Operate our business to ensure that at all times we meet or exceed our customers' needs and their expectation in performance, service and quality
- Continually improve our quality performance and promote good quality methods as part of good business practice, both internally and externally
- Comply with all relevant statutory and regulatory requirements
- Set measurable targets to achieve our quality objective, which will be monitored and reviewed as necessary to ensure continuous improvement
- Operate a Quality Management System (QMS) which, as a minimum, meets the requirements of ISO 9001:2015
- Display and communicate this policy
- Provide training for all parties with the organisation to ensure that not only the policy is understood but all employees understand their effect on quality and the company's performance
- Carry out regular reviews to ensure that the system stays suitable, up to date and that any necessary improvements are implemented and effective



**Signed: David Harray**

**Position: J.G. Hale Group Managing Director**

**Date: 01 July 2023**