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1. **Policy Statement**

The McGrath Group's strategic intention is to provide a consistently high quality service conforming to requisite statutory and regulatory requirements and to maintain customer satisfaction at the highest economic level. Our accreditations and awards are evidence of this.

To this end we have adopted the management system approach to implementing best practice and continuous improvement. We operate a Quality Management System (QMS) which has been independently audited and certificated against International Standard ISO 9001:2015. This system provides a structured, systematic framework for managing our business activities. It embraces the Plan – Do – Check – Act principal to ensure consistency, conformity and continuous improvement in everything we do.

2. **Responsibilities**

The Board of Directors is ultimately responsible for ensuring the Quality Policy is fully implemented by providing the resources to ensure our commitments to and quality of service are fully met. This is to be accomplished by continuous monitoring and analysis of quality indicators and objectives which reflect our business aims, and reviewing the quality management system on an annual basis.

Our Quality Manager is responsible for implementing our QMS, maintaining certification against ISO 9001:2015 and arranging the training and accreditation of staff. Staff and subcontractors are responsible for carrying out their tasks and duties in compliance with the written procedures and the standards of any competency schemes for which they are accredited.

All employees have a responsibility within their own areas of work to ensure that quality is embedded within the whole of our company.

3. **In Practice**

The competency of staff is verified and maintained through a comprehensive system of validation and training. We have refined procedures for the selection, appointment, development and retention of staff and sub-contractors. Assessment and validation is based on a skills evaluation with reference to sector-specific competency schemes such as WAMITAB, CPC and CITB.

Competency is maintained through a rigorous ongoing structured training programme and we are committed to the continuous personal development of all our staff.

Methodology to enable operatives to work to specifications are documented in the QMS procedures and Method Statements, the content of which is communicated to all via induction training, toolbox talks, site meetings and assessments.

The quality and consistency of work is continually monitored via a programme of scheduled and unscheduled audits carried out by our quality management staff and external quality control partners. The QMS is audited internally on a monthly basis by the Quality Manager, in consultation with Contracts Managers, Operations Manager and our Business Support Team to update the procedures and other documentation with feedback from contracts meetings, client meetings, information from customers, supply chain partners and sub-contractors, key performance indicators (KPIs) and any other pertinent intelligence. The company operates a formal, documented procedure for recording and investigating complaints from customers and members of the public.

In-keeping with the concept of continuous improvement, information from inspections, client liaison and customer feedback is also fed back into the system. Corrective actions are defined and processes and procedures adjusted accordingly in our endeavour to provide the best service possible to our customers.

The aim of our quality management system is to ensure that:

- We deliver a quality service to maintain excellent customer relations
- Customer satisfaction remains inherent to our business
- Our customer's requirements have been fully understood and met
- All work is carried out consistently to a defined standard
- We have the skills and resources to fulfil our customer requirements
- Our staff are fully trained and involved in quality improvement
- We strive to continuously improve our systems and procedures
- We only use services that meet our own quality assurance standards
- A professional approach to customer interface is maintained at all times
- Any complaints are dealt with efficiently and within an acceptable time period

This will be achieved by:

- Maintaining our quality management system certified against BS EN 9001:2008
- Setting and reviewing measurable quality objectives ensuring those objectives are fully met
- Providing the necessary resources and ensuring responsibilities and authorities are determined and communicated within The McGrath Group.
- Continuously review the effectiveness of the quality management system and assessing all opportunities for its continual improvement.
- Seeking structured quality feedback from our customers.

Our Management Systems are externally audited by our certification partners: Surveillance inspections are carried out on a six-monthly basis and a full re-certification audit is performed annually. Other organisations that audit the QMS include Achilles, Exor, Constructionline and the BIFM.

The Company is dedicated to continually improve the effectiveness of the Management System and to implement appropriate actions to address any risks and opportunities associated with internal/external issues, and to meet the needs and expectations of interested parties.

A full management review meeting is held annually and attended by Directors and Senior Managers to ensure the continued suitability and effectiveness of the QMS and set targets for the next 12 months.

This Policy will be kept under regular review.

Signed:



David McGrath Managing Director.