

## QUALITY MANAGEMENT SYSTEM POLICY STATEMENT

Watkin Jones Group is a highly successful, multi-disciplinary development, design & build and construction operation. With headquarters in Bangor and divisional offices in St Asaph. We also operate out of operational offices throughout the United Kingdom.

Our experience is comprehensive, and our objective is to always provide a quality product, on time and to the agreed budget. We aim, as an absolute minimum, to meet our clients' expectations and constantly strive to exceed those expectations.

We are committed to continuous improvement and to achieve these objectives, the company has established a Quality Management System, which provides a robust framework for measuring and improving performance. The Quality Management System conforms to the requirements of the ISO 9001: 2015 Standard published by the British Standards Institution.

As part of our Quality Management ethos, we are committed to:

- Provide adequate resources to maintain and develop our Quality Management System.
- To enable us to achieve our objectives, ensure all staff are competent based on appropriate training, education, skills and experience.
- Regular monitoring and gathering of client feedback.
- Ensure our sub-contractor selection process is robust and ensure we can monitor performance against set criteria.
- Provide Quality Management System training as part of the Company Induction process.

The Quality Management System, including the Company Quality Policy is implemented by staff throughout the company and is mandatory on all contracts with the full support of the Operational Board.

This policy will be reviewed on an annual basis.

Revised 2018

