



## QUALITY POLICY STATEMENT

Quinn London Ltd is a main contractor successfully working within the construction industry.

The Directors recognise that quality management is vital to ensure consistency & predictability for our customers & the workforce. As such we implement a quality management system that encompasses the whole lifecycle of our projects, as well as the supporting processes to facilitate every phase.

Quinn London Ltd aims to provide defect free services to its customers that are on time and within budget. We are committed to:

- Complying with all applicable statutory laws and regulations at all times.
- Continually improve the quality of services provided & maintain a quality management system that is audited annually with measurable objectives.
- Ensure that customer needs and expectations are determined and fulfilled with the aim of achieving complete customer satisfaction measured by issuing a customer satisfaction survey form at the completion of each project.
- Communicate the importance of our objectives & performance with all company employees, and our stakeholders through our company website and company and site inductions.
- Train staff in the needs and responsibilities of quality management by providing the right information and advice.
- Continually improve site operations and make best use of our resources in all quality matters.
- Ensure the availability of resources to meet Client's expectations.
- Address complaints from Clients and stakeholders on any quality issues requiring attention as soon as possible and provide feedback.
- Adopt a forward-looking view on future business decisions that may affect quality on an annual basis.

To supply our clients with the products & services they require, we have developed a Quality Management System that satisfies the current requirements of ISO 9001:2015.

This policy will be reviewed at least annually or as legislation demands, and changes will be communicated to employees as required.

Gerry O'Connor

Pat McGrath

Joint Managing Directors

Date: 30 September 2024