



## QUALITY POLICY STATEMENT

SMG Contracts Ltd are committed to delivering quality services to its clients.

As part of the company's obligation within the tendering, service delivery and all elements of the works, the company have undertaken to develop and implement an Integrated Management System, incorporating quality elements commensurate with ISO 9001:2015. It sets a framework for establishing and monitoring objectives.

The system's design is aimed at identifying and meeting the needs and expectations of SMG Contracts Ltd clients and other interested parties and achieving, maintaining and improving organisational performance. The key elements of the system include:

- Leadership,
- Policy & Strategy,
- Partnerships & Strategies,
- Processes,
- Customer Satisfaction,
- Project Results,
- Problems,
- Review,
- Key Performance Results and
- Improvements.

As part of the company's continual improvement strategy, SMG Contracts Ltd will develop quality objectives on an annual basis, which will endeavour to:

- Engage with clients to ensure practicable programmes are developed for all projects undertaken
- Coordinate material specification with clients, staff and suppliers to ensure high quality materials are used throughout the construction process
- Work with our supply chain to ensure communication of requirements and identification of opportunities for improved project management.
- Continually review and assess competencies of all SMG Contracts Ltd personnel and ensure effective training is delivered where required.

This policy will be reviewed annually and communicated to all interested parties as required.

Director (Sean McGowan)

A handwritten signature in black ink, appearing to read 'Sean McGowan', written over a dotted line.

Date: 27/02/2023