

QUALITY POLICY

FGS Pilcher Ltd.'s purpose is to provide quality services that exceed the requirements of its customers and other interested parties at all times.

The organisation operates a Quality Management System that is compliant with requirements of the ISO9001:2015 International Standard.

The Policy is applicable to all services and products supplied by the organisation including the provision of the following services:

Civil Engineering, Surface Water Management and Land Drainage

The organisation's top management is committed to:

1. Ensuring sufficient and adequate resources to deliver services that meet customer and other interested parties' requirements and the requirements of the Quality Management System.
2. Development, implementation and continual improvement of the Quality Management System and its requirements.
3. Development of quality processes that ensure services are compliant with applicable legal and statutory requirements and requirements of the Quality Management System.
4. Compliance with requirements and increasing the effectiveness of the Quality Management System and its processes.
5. Ensuring that needs and expectations of interested parties are determined and satisfactorily met and achieved.
6. Setting measurable objectives that ensure the delivery and improvement of services to customer and other interested parties' requirements, is achieved or exceeded at all levels of the organisation.
7. Monitoring and measurement of our process outputs to ensure objectives have been met and implement improvements where appropriate.
8. Communicate throughout the organisation the importance of meeting the needs and expectations of interested parties.
9. The enhancement of customer and other interested parties' satisfaction at all times.
10. Ensuring planned management reviews to verify the continued suitability, adequacy and effectiveness of the Quality Policy and the Quality Management System and its continued alignment with the organisation's strategic direction.

All employees of the organisation understand the requirements of this Quality Policy and the Quality Management System.

SIGNED:



DATE: 09/ 08/ 2022

Harvey Pilcher Ltd
Director