

Quality Policy

FM Restoration is committed to delivering consistently high standards of service to its clients/customers, to agreed requirements and timescales. The standards of service for managing quality will be integrated with those for managing health, safety and the environment in a manner aimed at ensuring that:

- Work is planned in a systematic, safe and coordinated manner.
- Processes, materials and workmanship deliver a quality finished product.
- Testing, inspections and examinations support a right first time culture, reducing defects and re-work.

We are committed to continual improvement through the adoption of innovative techniques and best practice that exceed clients/customer expectations and achieve better performance outcomes. We will actively involve our employees and ensure through training that they are aware of the quality critical aspects of their activities and accept clearly defined responsibilities for the quality of their work.

We will work closely with our clients/customers, partners, designers and subcontractors to:

- Listen and talk to better understand and hence meet their needs.
- Communicate clearly the expected standards of service and specification requirements.
- Promote opportunities that improve performance.
- Establish clear performance objectives and measure outcomes.

We are committed to ensuring that the delivery of these services is not an option, but a business necessity which will be achieved by:

- Getting our work right first time with trained, competent and motivated teams.
- Creating a work environment in which all our people have the opportunity to fulfil their potential.
- Ensuring that decisions are based upon analysis of data and information.
- Responding promptly to any complaints or incidents and sharing any lessons learned.
- Subjecting our systems and processes to rigorous internal and external assessments.

It is the responsibility of every manager and employee in the business to:

- Perform his or her job so as to comply with all business requirements.
- Stop if he or she believes what they are doing is not in accordance with requirements.
- Look out for improvements opportunities.

The effectiveness of our management arrangements in delivering this policy together with our performance against our stated quality objectives is routinely monitored and reported on a regular basis.

This policy will be brought to the attention of all employees and persons working on behalf of the Company and reviewed at least annually.

