

# Quality Policy

To maintain the reputation, competitiveness and profitability of Saunders Havill Group, it is vital to provide professional services of the highest quality. As Saunders Havill Group normally operates in high risk project areas, quality management is of critical importance, more so than many other businesses. A key driver of why clients choose Saunders Havill Group is an ongoing demonstration of highly consistent, accurate and timely delivery of services and products.

To achieve quality objectives, all members of the organisation will actively engage in and take responsibility of quality systems in the ongoing pursuit of continuous improvement, quality excellence and client delight.

The key principles of our policy are:

- Client-focus and commitment to quality excellence are fostered as core values for all members of Saunders Havill Group;
- Everyone needs to have an open mind to change, have a holistic view of operations and strive for long term continual improvement of quality systems and practices;
- Members of the organisation require being fully competent for his or her tasks. This demand is supported by recruiting and retaining highly competent and motivated staff, coupled with continuous training and professional development;
- Instructions that can put at risk the reputation of Saunders Havill Group must not be accepted. This means that the requirements of the client must be analysed in each case;
- Methods are to be used during the provision of services that ensure the required quality of service;
- There must be a system for specifying quality requirements for the final product. Specifications and essential instructions must be documented;
- There must be documented responsibility assignments regarding all activities related to quality;
- Regular auditing of the quality system is to be undertaken as required to maintain conformance with ISO 9001 and other relevant regulatory requirements;
- All members of the organisation understand and comply with legal and other applicable requirements related to the delivery of products and services;
- Subcontractors must be managed to ensure company requirements for quality are continually achieved and maintained;
- A continuing commitment to the policy by all staff of Saunders Havill Group will be promoted and supported.

This policy will be communicated to employees and be on display at the reception area of all Saunders Havill Group offices for the information of interested parties including clients and members of the public.



Alasdair Begley  
Director