



# QUALITY POLICY STATEMENT

**At Image our mission is** to ensure delivery of projects are on time and on budget with no sacrifice to the quality of workmanship, the health and safety of all involved and environmental impact of every project we work on.

## Our Commitment

IMAGE is committed to undertake Quality Management throughout our business and we have defined and documented the following policy statement with respect to this.

## Our Responsibility

Every staff member has the responsibility to ensure that the intentions of this policy statement are understood, applied and maintained within their own activity area.

## Our Management

Our Quality system contains all the procedures and associated documentation to manage and control our business. This is available to all staff.

## Our Goals

The aim of our Quality management system is to ensure that:

- ▶ we deliver construction services in accordance with the specifications and requirements of our clients
- ▶ we have a professional approach to customer interface is maintained at all times
- ▶ all work is carried out consistently to a defined standard
- ▶ all employees constantly aim to improve the overall quality of company services
- ▶ any complaints are dealt with efficiently and within an acceptable time period
- ▶ we strive to continuously improve our systems and procedures
- ▶ promote a culture of quality and commitment

## Our Future

IMAGE recognises that the quality of our service is important to the future of our business.

## Our Standards

Quality is a degree of excellence, and one which is ever changing. Every member of staff is involved in managing how we can improve today, tomorrow and long into the future.

## Our Clients

From the smallest procedure to the largest contract, quality is our passport to customer satisfaction and to our future business.

A handwritten signature in black ink, appearing to read 'James Woods'.

James Woods  
Managing Director

A handwritten signature in black ink, appearing to read 'Graeme Hartnell'.

Graeme Hartnell  
Senior Quantity Surveyor / Director

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