



QUALITY POLICY STATEMENT

**russell
cawberry**
PART OF THE RC GROUP

Russell Cawberry Ltd aims to provide defect free goods and services to its customers on time and within budget. The Organisation operates a Quality Management System which has been designed in preparation for our certification ISO9001:2008, including aspects specific to the design and construction of office buildings, hospitals, places of learning, offices, retail stores, industrial buildings and private residences.

The management is committed to:

- Develop and improve the Quality Management System
- Continually improve the effectiveness of the Quality Management System
- The enhancement of customer satisfaction
The management has a continuing commitment to:
- Ensure that customer needs and expectations are determined and fulfilled with the aim of achieving customer satisfaction
- Communicate throughout the Organisation the importance of meeting customer needs and legal requirements
- Establish the Quality Policy and its objectives
- Ensure that the management review meeting sets and reviews the quality objectives, and reports on the Internal audit results as a means of monitoring and measuring the processes and the effectiveness of the Quality Management System
- Ensure the availability of resources

The structure of the Quality Management System is defined in the integrated management system manual that collectively defines our procedures for quality, health and safety and the environment.

All personnel understand the requirements of this Quality Policy and abide with the contents of the integrated management system.

Russell Cawberry Ltd complies with all English and EU legislation and regulations specifically related to its business activities.

Russell Cawberry Ltd constantly monitors its quality performance and implements improvements when appropriate. This Quality Policy is reviewed annually in order to ensure its continuing suitability.

Pierce Ryan - Managing Director

Last review date: October 2010