

It is the policy of Russell Cawberry Limited to maintain a quality system designed to meet the requirements of **ISO 9001:2015** & **ISO 14001:2015** (or any other standard in line with Annex SL Structure) in pursuit of its primary objectives, the purpose and the context of the organisation.

Russell Cawberry operates to a philosophy of providing a first class and reliable building service.

The company maintains skilled resources to meet the needs of its clients, whose expectations are met through ensuring a highly responsive and flexible approach to their individual requirements and by ensuring that these are understood prior to commencement of any new work. The company operates according to the following quality principles:

- To ensure that each project is effectively managed so as to guarantee the expected outcome;
- To continually measure and improve the company's internal processes;
- To ensure the company's people are both qualified and competent within their areas of expertise and to encourage further professional development where it may benefit the individual and the company;
- Proactively soliciting client feedback to ensure continuing and complete satisfaction with the work carried out;
- To promote an internal culture of work excellence;
- To comply with all compliance, obligations, code of practice and all other requirement applicable to our activities including the nature, scale and environmental impacts of its activities, products and services;
- Ensure all employees are made aware of their individual obligations in respect of this quality policy;
- Maintain a management system that will achieve these objectives and seek continual improvement in the effectiveness and performance of our management system based on "risk".

The aims and objectives of the management system are communicated to all the company's people who each assume ownership and responsibility for their own roles within the system and the company as a whole.

The quality policy is subject to periodic review to ensure that the company continues to provide the level of service demanded by its clients as well as enabling the identification of opportunities for further improvements to the business wherever these may arise.

Opportunities for continuous improvement may become evident at any time and will be reviewed and implemented according to their merits.

To ensure that the company operates effectively and continues to meet or exceed the expectations of the client as well as its own policy objectives, factual data is gathered by monitoring the quality of our services.

The Quality system is subject to both internal quarterly and external annual audits.



Pierce Ryan,
Managing Director
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