



OUR PURPOSE

To provide high quality surface and minor civil engineering installations to a defined client base of rail infrastructure, local authority, school, emergency services, and commercial clients.

OUR MISSION

To provide small controlled growth year-on-year to a quality client base with constructive relationships with employees and clients, whilst endeavouring to avoid harm to the environment, our employees and all other who may be affected directly or indirectly by our products, services and activities.

POLICY

- To provide high quality surface and civil engineering installations within the defined market.
- To provide small controlled growth year-on-year.
- To remain a family owned business.
- To have short lines of communication.
- To have constructive relationships with employees and to be a company that employees want to work for with long employee retention and low staff turnover.
- To achieve customer requirements and enhance customer satisfaction
- To operate as a clean and safe surfacing contractor.
- To prevent pollution and maximise the use of resources.
- To comply with legal requirements and other requirements related to our works.
- To maintain our ISO9001:2008 Quality, ISO14001:2004 Environment and Health & Safety Management Systems.
- To continually improve systems of work and delivery.

OBJECTIVES

- That our work and systems are planned to ensure that customer requirements are determined and are met with the aim of enhancing customer satisfaction
- That we provide and maintain safe plant, equipment and working environments.
- That we minimise, re-use and recycle all materials where practicable.
- That we provide the necessary resources to achieve the company's policy and objectives. Resources include human resources and specialised skills and training, plant and equipment, technology and financial resources.
- That individual roles and responsibilities are defined and understood, and that our requirements and policies are communicated clearly to all affected parties including employees, clients, critical suppliers and sub-contractors, the general public and others affected by our work.
- That our performance in meeting our policy, objectives and other requirements are monitored and measured.
- That if we do things wrong, that nonconformity is identified, controlled, corrected and prevented from reoccurrence.
- That we regularly review our performance and seek continual improvement of our activities and systems.

The Management Review process shall be used to establish resources and monitoring regimes necessary to the successful delivery of the above objectives.

This Policy shall be reviewed annually and re-issued annually.

Signed

A handwritten signature in blue ink, appearing to read "Miles Griffiths".

Miles Griffiths - Managing Director
March 2011