

It is the policy of Charles Brand to maintain a Quality Management System which meets the needs and expectations our customers, employees and the requirements of BS EN ISO 9001:2015. We adopt and implement the quality principle of 'Right First Time' during execution of all our contracts.

**Our vision is to be a world class family owned specialist contracting business that will grow to be the most respected in the construction and services industry.**

Quality is key to achieving this vision and guides the company to deliver products and services that are safe, compliant and preferred by our customers. To make this a reality, the company adopts a Quality Management System which, as a minimum complies with all relevant statutory legislation, industry best practice and conforms with the requirements of BS EN ISO9001:2015 whilst satisfying client and stakeholder requirements.

We believe that a policy of quality assurance is necessary to guarantee our customers a consistently high level of service that fully meets their requirements. Our Quality Management System has been formulated and will be the main guide to achieving and maintaining a safe and high-quality service. Our Quality Management System covers all activities of the business as well as organisational and delegation of authority. The system also covers arrangements to audit our activities as well as those of our suppliers and sub-contractors.

All personnel are responsible for the quality of their own work and all employees are required to familiarise themselves with the Quality Management Systems and procedures, implementing them throughout our contract operations. The management team shall demonstrate leadership and commitment with respect to the Quality Management System by taking accountability, for the effective integration of the system into the organisations operations, and undertake to provide the resources and training necessary to ensure all obligations under the standard can be met. Our Quality System deals with problems where they arise, and our people implement the system in an efficient and professional manner.

The Quality System will be continually monitored and updated where necessary to ensure it meets the company's commitment to quality. This Quality Policy will be prominently displayed ensuring all personnel understand the quality aims outlined in Quality Management Plans, and the management team of Charles Brand is committed to continuously improve the Quality Management System, and by doing so improve the service offered by the company. The management team will clearly define quality objectives and ensure their continuing relevancy.

This policy will be reviewed annually to ensure it remains relevant and appropriate to our activities. This Policy will be made available to all interested parties, where required and on request.



**Nick Fletcher**  
**Chief Operating Officer**

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