

Quality Management Policy

LA1 Construction maintains a Quality Management Policy to ensure we continuously attain high levels of customer satisfaction and improved efficiency. Only by providing a quality service that meets customer's requirements on time and to budget will we achieve our aims of long term success and sustained improvement.

We have a strong commitment to establish and maintain, so far as is reasonably possible, safe systems of work and a safe and healthy working environment throughout all our business operations. This commitment extends to all sites and our office premises, and to all staff, sub-contractors, and other persons who may be affected by our undertakings.

LA1 Construction recognises the benefits to be gained by following the philosophy behind Quality Management Systems, such as that defined in EN ISO 9001:2008. We are committed to managing the business by this set of principles and thus delivering improvements for clients, suppliers, sub-contractors, staff and management.

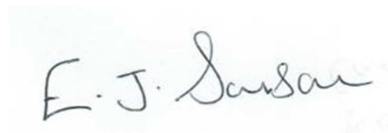
The key areas of operation that are monitored are as follows:

1. **Management responsibility** – values communicated to staff, demonstrating good planning and leadership, integral targets and effectively resourced/skilled workforce.
2. **Business reviews** – performance measures introduced to verify achievement of the business plan.
3. **Customer care** - delivering a quality service to meet customers expectations, seek feedback, effective process for customer complaints, measurement of customer satisfaction.
4. **Staff & employees** – Fair treatment of staff, ensuring staff feel valued, ensuring all possess contracts, achieve minimum standards of remuneration.
5. **Working environment/processes** – suitable and safe working environment, providing necessary/safe equipment, appropriate training, processes in place to benefit customer, staff and management.
6. **Suppliers** - supplier selection based on quality, reliability and cost, purchase orders containing sufficient information, regular review of performance.

7. **Documentation** – regulatory documents, quality documents provided to clients and external parties.
8. **Preventing and correcting problems** – establish targets, process of dealing with complaints, review of business policies and procedures.
9. **Records** – Annual plan, review of records to minimise risk, consider length of time to be stored.

All personnel within the company are responsible for the quality of their work. The company provides training and has established systems to assist all personnel to achieve the standards requirements.

Signed for and on behalf of LA1 Construction Ltd:



Elliott Sansom

Director

Date: 01/03/2021



Sam Mayor

Director