



## MITRE CONSTRUCTION CO. LTD.

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# Quality Policy

Revised  
January 2011

## Quality Policy Statement

As a leading construction and refurbishment company, Mitre Construction is committed to maintaining highest standards of quality in the services we provide to our clients. We have worked extensively with both private and public sector clients in new build, renovation, and maintenance contracts.

We have developed a Quality Management System which both sets standards for current operations and provides the framework for our programme of continuous improvement.

In addition to our Quality Management System we operate robust Environmental and Health and Safety systems, and we are currently working towards full accreditation under both the ISO 9001: 2008 Quality Standard and 14001 Environmental Standard. We are registered with Construction Line, and we are CHAS and Exor accredited.

To ensure we provide a consistently high service we undertake to:

- Continuously review, monitor, and update our operations and working procedures to ensure best practice
- Liaise closely with the client at all stages of the programme,
- Liaise regularly with the regulatory bodies, building and allied trade associations, to ensure we are compliant with current requirements and best practice
- Ensure all employees are fully competent and qualified by a programme of careful selection, training, monitoring of performance, and reward.
- Encourage teamwork, sharing of best practice, and a policy of open communication.
- Encourage (and act on) feedback from clients, principal contractors, sub-contractors, and other parties

In particular in our site operations we:

- Ensure we follow defined working procedures
- Comply with the Building Regulations and all other legislation requirement at all times.
- Employ only suitably qualified manpower, including managerial staff
- Use only high quality building materials, hardware, and services
- Ensure any sub-contractors have the necessary competencies, qualifications, and are efficiently managed
- Seek to minimise disruption to neighbours and other third parties

This policy is reviewed and updated at regular intervals.

**For and on behalf of  
Mitre Construction Co. Ltd**



**Mr. Alan Ranscombe.  
Director.**

**Date: 4<sup>th</sup> January 2011.**