

## Surrey M&E Ltd Quality Policy

The mission of Surrey M&E Ltd. is to an industry leader in the supply of construction building refurbishment, repair and maintenance services and we will achieve this through a programme of investment in and commitment to our people and technology, with integrity, honesty and continual improvement in performance, focusing on delivery of service excellence. – every time.

The business serves the UK and is managed by a team of dedicated full-time specialist, under the leadership and guidance of our Director Ayse Seshadri.

The company's primary business objective is its commitment to achieving continual, measurable improvement and excellence in quality or workmanship and customer service.

The company *believes that* through, for and with our Customers and Key Stakeholders, our future success will be achieved through the management team's commitment to the following principles: Continual improvement, Pro-active provision, and management of resources; Customers/ Consumer and their satisfaction, focus on all other Stakeholders, including relevant Authorities. the wider Public: and the best all-round communication.

To achieve these objectives, the company has established and will maintain effective infected management systems designed to ensure compliance with all relevant Customer, Statutory and Regulatory requirements. The Company's policies. Supporting process, Customer requirements and requirements relating to all other Stakeholders, are communicated in the appropriate ways to Company Employees and otherwise retained representatives.

The documented Integrated (Business / Quality) Management System describes how the systems is operated. Adherence to these procedures by all company's employees and relevant representatives is a mandatory requirement. This ensures that the company's, objectives are determined, and that means are put in place to enable their achievement. Means of monitoring, measuring and analysis of our progress towards achieving the objectives are also determined and implemented. This means that we obtain the necessary feedback so that we can review progress and make changes or refine our objectives and the system, as necessary, to ensure it continues to be useful and meaningful. The processes required for the company's day-to-day effectiveness, efficiency, and continual improvement in the way that it does things are identified. The Company's performance in carrying out these processes, along with the performance of the output, from these processes are reviewed periodically by top management and the results of this recorded.

Benjamin Jardine is QA and is also designated Quality Management Representative responsible for and has full authority to develop, maintain and ensure the continual improvement of the company's systems. He has the necessary freedom to identify all relevant problems and to recommend, initiate and provide solutions. He is responsible for ensuring that periodic audits of the system are conducted and reported to him. The Director is responsible for ensuring that resources are made available to enable the appropriate preventive and / or corrective actions and / or pro-active improvement actions to be taken. Every Employee and otherwise retained representative is responsible for compliance with those requirements in this manual that relate specifically to his/her responsibilities and duties.

In order, to realise this policy and it's aims, the Company will set objectives and targets and will review these and our performance against them, in the context also changes in the industry, the company and the operating environment. Ultimately, the quality management component of our integrated management system / our company will achieve UKAS accredited certification to the ISO 9001 quality management standard.

### **This policy has been approved & authorised by:**

**Name:** Alex Lockwood  
**Position:** Director  
**Date:** 04<sup>th</sup> January 2021  
**Signature:** 