

Quality Policy - Statement of Intent

SJ Roberts Construction Ltd. understand the requirements of the quality standard BS EN ISO 9001 standard and in particular the focus on customer and client requirements, needs and expectations. The company also understands the advantages from managing the company's activities in a qualitative way ensuring customer satisfaction and the control and mitigation of Corporate Risk.

The following Objectives have been identified to achieve the company Goal, the company will:

- Recorded processes to control quality to the highest standard and meet Client expectations.
- Recorded process to mitigate and control Corporate Risk.
- Complete regular audits and reviews of its activities to ensure that applicable standards are met.
- Complete regular audits and reviews of its activities to ensure customer satisfaction, expectations and needs are met.
- Provide clear and concise understandable information to employees and sub-contractors on quality processes and matters.
- Have clearly defined roles and responsibilities for each company position.
- Ensure that all employees have an understanding of quality and know of the company's quality objectives and goals.
- Measure Quality performance, monitoring of trends and investigation of any shortfalls in Quality.
- Incorporate Quality planning, organisation, control, and review with reporting into all the company's activities.

The Company Quality Goal is to provide a quality product, on time, ensuring customer satisfaction and mitigating corporate risk.

Mike Sambrook, Managing Director



Date: **15th September 2025**

Review Date: **10th November 2026**