



Quality Policy

One of the key goals of Hadden Construction Ltd and Hadden Homes is the long term development and improvement of our service delivery. Our success is founded on the provision of a first class service to our clients, coupled with an unrivalled reputation for reliability, technical knowledge and construction expertise. Our aim at Hadden Construction Ltd and Hadden Homes is to be acknowledged by customers, partners and stakeholders within Scotland and the wider construction community as the pre-eminent provider of the most cost effective and innovative construction service for the benefit of the communities we serve.

Our Quality Policy is based on understanding customer needs and striving to provide high quality product and services, which meet customer expectations. To help achieve this, Hadden Construction Ltd and Hadden Homes management is committed to implementing a management system based on BS EN ISO 9001:2008 to maintain the high levels of quality and service offered to its customers whilst also improving efficiency and effectiveness of its internal business processes.

It is the policy of Hadden Construction Ltd and Hadden Homes to maintain an effective management system that delivers a range of specialized services and robust, reliable product on time at the right price. The management system covers all of the activities of the company and provides for the planning of business processes, for their resourcing and implementation, and for the analysis of data gathered through monitoring and measurement of the effectiveness of the business processes in delivering the required products and services to the customer.

We supplement the policy by setting business Objectives for the continual improvement of business performance and enhancing customer satisfaction. Objectives are set by top management and reviewed annually. The fulfillment of policy and objectives requires the involvement and commitment of staff. To this end Hadden Construction Ltd and Hadden Homes provide and manage the resources necessary to deliver our Objectives, and to provide a safe and suitable work environment for our employees.

The Construction Director is responsible for establishing and implementing adequate quality arrangements within Hadden Construction Ltd and Hadden Homes and ensuring that this policy and related objectives are communicated to all employees and demonstrating senior management belief in it through our own personal commitment and involvement.

Signed:

A handwritten signature in black ink, appearing to read "Scott Hadden".

Scott Hadden, Construction Director for
Hadden Construction Ltd & Hadden Homes

Date: June 2010