

## Quality Policy

Hadden Group offer a full range of services including building development, design, construction, refurbishment, and maintenance for both the public and private sectors. Projects include residential, commercial, industrial, health, education, leisure, and civic buildings.

One of our primary business goals is the continuous development and improvement of our service delivery. Our success is founded upon the provision of a first-class service to our clients, coupled with an established reputation for reliability, technical knowledge, and construction expertise.

Our aim at Hadden Group is to be acknowledged by customers, partners and stakeholders as a provider of 'best value' construction services for our clients and communities we serve, through a passion for delivering quality, innovation, competitiveness, collaboration and transparency. A fundamental way to help us achieve this is by operating a Quality Management System (QMS) in accordance with the requirements of ISO 9001: 2015.

Our Senior Management team is committed to:

- Satisfying applicable requirements by ensuring that customer and appropriate statutory and regulatory requirements are determined, understood, and consistently met.
- Continual improvement of the QMS by ensuring the risks and opportunities that can affect conformity of products and services and the ability to enhance customer satisfaction are determined and addressed while maintaining our focus on providing customer satisfaction.

The Senior Management team shall:

- Take accountability for the effectiveness of the QMS.
- Ensure the quality policy and quality objectives are established and are compatible with the context and strategic direction of the Hadden Group. Quality objectives have been set and are maintained as part of the QMS internal auditing, monitoring and management review processes. This is all in order to enhance customer satisfaction.
- Promote the use of a process approach and risk-focussed thinking.
- Connect preconstruction to the delivery phase so that all identified risks and project demands are not overlooked when we reach sites.
- Ensure that the resources needed for the QMS are available, including training, support, and encouragement.
- Communicate the importance of effective quality management and of conforming to the QMS requirements.
- Engage, direct and support persons to contribute to the effectiveness of the IMS.
- Promote improvement and be visible in our leadership to achieving this.
- Provide support to managers and staff to ensure our quality objectives and goals are met.
- Establish partnerships with suppliers, contractors and interested parties to provide an improved product and service.
- 'Up-skill' our abilities through Training and Continuous Personal Development of our staff and workforce.
- Explore and introduce where practical, innovative and/or modern methods of construction that will improve product delivery and quality.

This policy statement will be reviewed annually by Senior Management and will be revised and reissued where appropriate. The policy is communicated to all Hadden employees and is available for our suppliers, contractors, and other interested parties to view from our website.



Steven Brady (Managing Director)

Date: December 2023