

## 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 social projects.

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 within Scotland and the wider construction community as a provider of cost effective and innovative construction services for the benefit of the Clients and communities we serve.

A fundamental way to achieve this is by operating a Quality Management System (QMS) in accordance with the requirements of BS EN ISO 9001: 2015.

### Our Senior Management team is committed to:

- Satisfying applicable requirements by ensuring that customer and applicable 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 our focus on enhancing customer satisfaction is maintained.

### 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.
- 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.
- Ensuring that the QMS achieves its intended results.
- Engage, direct and support persons to contribute to the effectiveness of the IMS.
- Promote improvement and lead in our route to achieving this.
- Provide support to their appropriate 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.

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 at Head Office and is available for our suppliers, contractors and other interested parties to view from our website.



Steven Brady (Managing Director)

Date: June 2018