



QUALITY POLICY

The management and personnel of Derbyshire Contracting Services Ltd are committed to provide a high quality service in the area of Quality management by continuously improving client service, human resource management and company operations.

Total customer satisfaction, the company's primary objective, is achieved by recognising, understanding and evaluating customer needs and trying to exceed them.

Executive management are committed to the efficient operation and continual improvement of performance and the quality management system.

Derbyshire Contracting Services Ltd operates a Quality Management System that conforms to the requirements of the international standard ISO 9001:2015, including aspects specific to General Groundworks & Construction and General Civil Engineering.

The management is committed to:

- Develop and improve the Quality Management System.
- Continually improve the effectiveness of the Quality Management System.
- The enhancement of customer satisfaction.
- Take due care to ensure that all our activities are safe for all parties concerned who may come into contact with our work.
- We will strive to support climate change requests from customers.

The management has a continuing commitment to:

- Work with customers to ensure that customer needs and expectations are determined and fulfilled with the aim of achieving customer satisfaction.
- Communicate throughout the Organisation the importance of meeting customer needs and legal requirements.
- Establish the Quality Policy and its objectives.
- Ensure that the management review meeting sets and reviews the quality objectives, and reports on the Internal audit results as a means of monitoring and measuring the processes and the effectiveness & suitability of the Quality Management System and objectives set.
- Ensure the availability of fully trained and competent personnel and provide training to continually improve the effectiveness of the Quality Management System.
- Continuous monitoring of quality performance and implementing improvements when appropriate.
- Comply with all English and EU legislation and regulations specifically related to its business activities.
- Take into consideration the views of interested parties and the effect the company activities have upon the environment.

Each employee will be made aware of the importance and contents of this quality policy and be encouraged to contribute to the success of the quality management system. The Company's goals and commitment in meeting the requirements of ISO 9001:2015 will secure a prosperous future and set a unique standard for others to follow.

Signed:

Mr M Gregory, Director

Date: 15.11.2024