

## CAN - Quality Policy

CAN\* is an established company with a significant operational history offering a wide range of solutions for the construction industry and the built environment, including difficult access techniques. In recent years the company's project portfolio has expanded to include diverse technical and specialist services.

CAN achieved registration of its Quality Management System to ISO 9001:2008 in September 2012, transitioning to ISO9001:2015 in 2017.

The company is committed to continual improvement of its Quality Management System and to satisfying all applicable requirements (legal, standards, codes, etc), and has established the following quality objectives in order to better meet its client's requirements and be recognised as a premier provider for solutions in its chosen markets.

- Assessing our ability to deliver the services requested by Clients, before making an offer to provide only those that are within our capabilities.
- Making available the necessary resources (both financial and physical) to ensure effective implementation of works undertaken, in accordance with our contractual obligations.
- Meeting client-specific requirements through timely delivery of contracted projects whilst ensuring they experience the highest level of service and value.
- Following a rigorous process to monitor client perception, both in the course of (longer duration) projects and upon completion.
- Analysing the results of feedback from client perception reviews and reviewing this analysis at regular board level meetings.
- Following up any results that are measured as being unsatisfactory in an appropriate manner with the relevant parties and make any necessary changes to improve our service.
- Increasing operational effectiveness and efficiency through continual review of our own procedures and working methods – including management procedures for sub-contractors – in line with 'best industry practice' and regulatory requirements.
- Continuing with ongoing development of innovative plant and equipment in support of our activities, in order to provide Clients with the highest level of service.
- Reviewing statutory and regulatory requirements relevant to our services on an ongoing and regular basis. Making any necessary amendments to our procedures that result from such reviews.
- Providing our people with personal development opportunities through a combination of needs assessment, formal and informal training and regular review and feedback on performance.
- Managing our sub-contractors and suppliers through review and audit; providing them with assistance where appropriate to improve their services.

Signed: 

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Position: Managing Director

Date: 11<sup>th</sup> March 2019

Review date: 11<sup>th</sup> March 2020

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\* CAN is the trading name of both CAN Geotechnical Ltd and CAN Structures Ltd. This document is applicable to both companies.