

DVC Roofing & Building Ltd provides roofing and general construction services to a range of public and private sector clients. The company's key areas of expertise are:

- General and specialist roofing
- General construction works.

As a progressive forward looking and responsible organisation our aim is to provide a quality product and service in line with specified customer requirements and pre-determined compliance criteria, while at the same time ensuring compliance with applicable legislation.

**Our quality policy is:**

- To develop and maintain a quality management system, which satisfies the requirements of BS EN ISO 9001:2015 and is based on continuous process improvement and the avoidance rather than detection of problems.
- To comply with customer, statutory and regulatory requirements and continually improve the effectiveness of the quality management system.
- To supply/provide a quality service by aiming to exceed the requirements of customers.
- To establish strong relationships with both customers and suppliers that will contribute to improving the quality of what is provided and purchased.
- To provide all employees with the training, resources and support needed to supply a quality service to our customers.
- To properly communicate the quality policy and quality objectives to all employees and supply chain partners.
- To give individual responsibilities and accountability for the quality management systems to employees
- To establish an environment that supports the production and delivery of high-quality services.
- To foster the concept of a team approach within the organisation based on increasing the company's competitiveness by way of improved quality and productivity.

We recognise that in order to maintain these standards, it will be necessary to develop and maintain a high level of commitment throughout our operations that actively encourages leadership at all levels. We also recognise that in order to realise this commitment and to support our efforts it will be necessary to provide adequate facilities and resource, the level of which shall at all times be commensurate to quantified risk. Integral to our management systems are pre-determined aims and objectives, the details and levels of which are closely linked to the achievement of constantly improving performance criteria. The on-going monitoring and development of this criterion is subsequently used to the best represent the development of our business operations through the application and use of recognised continual improvement principles.

The Quality Policy is displayed as a symbol of commitment. Each new employee is provided with a copy of the quality policy as part of the induction programme. All employees are issued with a copy of the quality policy whenever there is a change or amendment to it.

The quality policy is reviewed continuing suitability at the Management Review.

A controlled copy of this policy statement shall be made available via our website, where members of the public and clients may view its contents and our commitment to total quality management.

This policy will be reviewed no later than 12 months from the date below.

Signed for and on behalf of DVC Roofing & Building Ltd

Mr. Darren Van-Cliff



**Designation:** Managing Director

**Date:** 12<sup>th</sup> September 2024