

TerraFirma

Surfacing & Groundworks

Quality Policy Statement

Terra Firma Surfacing & Groundworks Ltd consider the quality aspects of our operations to be of primary importance to the successful management of the company. We are committed to continued growth, the continual improvement of our Quality Management System and in satisfying applicable requirements, including statutory and regulatory.

We recognise that improvements in process understanding and compliance, will help to ensure the sustainability of our organization; as will the maintenance of our organisational knowledge for the consistent provision of product and service, and for business continuity purposes.

We are committed to achieving accredited ISO 9001 & NHSS 16 certification through co-operation, motivation and effective collaboration with all our interested parties. This will ensure consistency of approach, continual improvement and confidence/trust in our processes to deliver products and services to requirements.

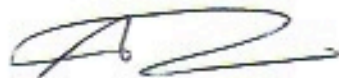
Quality objectives will be set to support this policy, and the organisation's changing context. These will be reviewed at top management's business update meetings.

We are committed to enhancing customer satisfaction through the effective application of our Quality Management System, and with it a socially responsible attitude to installation and service of all our products and services, throughout relevant locations and business operations.

In order to achieve and support the above policy statement, the company shall introduce and maintain a quality management system compliant to the requirements of **BS:EN ISO 9001:2015** incorporating **National Highway Sector Scheme 16** and be subject to regular audits by independent parties and subject to regular review at board level.

As Company Director I take full responsibility to ensure that this policy is communicated and implemented throughout the organisation and any other interested parties.

Signed:



B Watkins

Company Director

Terra Firma Surfacing & Groundworks Ltd.