

## QUALITY POLICY

Senior management at Jones Bros Ruthin (Civil Engineering) Co Ltd is committed to pursuing customer satisfaction by supplying civil engineering services that are quality assured and completed on time.

To achieve this we must remain competitive now and in the future, through continuous quality improvement from our employees in all aspects of our processes, in accordance with our quality management system. We do this by:

- Demonstrating top management leadership and commitment to continually improving our quality management system including the establishment and communication of objectives
- Ensuring our quality policy and objectives are aligned with the overall strategic direction of the company
- Committing to satisfy applicable requirements
- Understanding the issues that may affect the intended outcomes of our quality management system, the needs & expectations of interested parties and the risks & opportunities they present
- Determining the scope of our quality management system based on the context of the organisation and the risks and opportunities affecting it
- Assigning responsibilities and authorities for processes and to plan implement and control them accordingly
- Providing an environment, sufficient resources, infrastructure and competent people to operate the quality management system
- Regularly reviewing and communicating the knowledge necessary for the operation of our processes and to achieve conformity of our products and services
- Conducting internal audits to evaluate the effectiveness of the quality management system and taking appropriate action when non-conformities occur
- Determining opportunities for continual improvement and implementing the necessary action to achieve this.

In particular, we are committed to operating to the National Highway Sector Scheme 16 for the laying of asphalt, through procurement traceability, a competent workforce, internal audit and management review.

### Review

It is the policy of the company to maintain and grow our ISO 9001:2015 accredited Quality Management System in pursuit of our primary objectives. This policy will be reviewed annually and any changes made communicated to all employees.



John Dielhof  
Managing Director  
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