

Inner City Scaffolding - Quality Policy Statement

The established policy of Inner City Scaffolding Ltd is to provide to its customer's, products and services, which are fit for their intended purpose and are delivered conforming with the Customers, Manufacturers and Company's Quality Specifications, producing a quality product whilst maintaining customer satisfaction in a cost-effective manner.

Management systems and procedures are applied to meet the quality goals of the Company.

- High levels of customer satisfaction
- To deliver the business commitment
- Safe operation and protection of the reputation, value and assets of the company
- Quality of product and service for all activities of the Company
- A highly motivated and competent workforce who believe in Inner City Scaffolding
- Ltd culture and values
- Understanding and support of the environment within, which we work
- Continual development of our business and internal processes

Notwithstanding the above, I as Director will strive to create an environment that stimulates innovative thinking and provide for continual improvement. Maintain awareness of and apply where appropriate new developments in the construction industry and business methods with our customer, by ensuring:

- We can demonstrate improvement in our service delivery and internal processes so that we will continual to meet and build on customer requirements and stakeholder expectations.
- We can deliver the quality goals by the establishment and implementation of management objectives and processes, which will be monitored against the requirements of the Quality Management System, legislation and our customer's requirements.
- Personal and job related quality objectives are set and monitored for my Operational Managers, which will ensure that standards of quality are maintained, monitored and progressively improved.

These arrangements and objectives will be administered by the Operational Managers utilising a documented Quality Management System, supervised at Senior Manager Level and assisted by the HSEQ Manager. I, as the Director will retain executive control of the Management System.

Signed:  _____

Sean Phillips
Director

Dated: 10th March 2025
Review Date: March 2026