

## QUALITY POLICY

The objective of MHH Contracting is to achieve and exceed customer requirements in relation to construction, development, refurbishment and civil engineering; demolition and dismantling; waste management, recycling and material sales; plant hire; and asbestos surveys and removal in both the public and private sectors working both as a main contractor and with other approved framework contractors as preferred sub-contractors.

In order to achieve this objective, the company will maintain an effective and efficient Quality Management System based upon the requirements of ISO 9001:2015.

In particular, the company will:

- Establish measurable quality and business objectives that are consistent with the context and strategic direction of the organisation and address risks and opportunities associated with them;
- Ensure quality objectives help the organisation achieve customer requirements by;
  - Providing a good standard of customer service
  - Maintaining a high turnaround of product development (BIOMASS)
- Monitor and measure the effectiveness of its business processes and objectives through Management Reviews and the Internal Audit Process
- Monitor customer satisfaction annually by direct contact reviews and set objectives for continual improvement and proactively seek feedback from customers on how well its products/services meet their requirements.
- Analyse the causes of any complaint or problem and take appropriate action to prevent recurrence.
- Select and work closely with suppliers, with whom we have confidence, who enable the company to create and deliver a reliable performance.
- Recruit employees who are customer focussed and support them with appropriate training and systems to ensure their competence always meets the company's requirements.
- Provide a work environment that promotes the well-being of its employees, and encourages positive teamwork
- Encourage all employees to identify problems and make suggestions to improve all aspects of the company's products/services and business processes
- Ensure that all employees are aware of the Quality Policy and are committed to the effective implementation of the Quality Management System
- Ensure that MHH Contracting Limited complies with all necessary regulatory and legal requirements

The continual improvement of the effectiveness of the company's Quality Management System is fundamental to the success of its business and must be supported by all employees as an integral part of their daily work.

Signed on behalf of MHH Contracting Limited:

**Managing Director: M H HAGUE**

**Date: APRIL 2025**