

THOMAS VALE CONSTRUCTION PLC

# Quality Policy

Thomas Vale Construction undertakes projects throughout the UK ranging from multi million pound Design and Build Project Management, New Build and Refurbishment Works, generally undertaken by our larger Operating Divisions through to smaller works, including facilities management, maintenance and repair, undertaken by other divisions.

In all aspects of its activities, it is the Company's policy to strive for the highest level of quality and excellence and to complete all projects on time, within budget, in conformance with the requirements of the contract and to the complete satisfaction of the client.

Client confidence and satisfaction is essential for the future growth and wellbeing of the business, and the management places great importance upon achieving this objective by ensuring the safety, competence and reliability of its staff.

The prevention of defects during the construction process is achieved through the tight control of the company's Supply Chain.

Monitoring of the quality system will drive the Company's commitment to continuous improvement.

This commitment to quality is further confirmed by the certification and routine auditing of the Company's quality system by the British Standards Institute, to ensure compliance with BS EN ISO 9001/2008. In addition internal audits are carried out to verify ongoing compliance and to ensure that the system remains effective and appropriate.

The principles and procedures of the system are described within the Process Maps, Site Managers Manual and Work Quality Inspection Binder and refreshed through regular training and toolbox talks. These procedures are used vigorously to monitor quality of workmanship on all projects.

The management will ensure that this Quality Policy is disseminated, understood and implemented at all levels of the business and will monitor its suitability to the business via an annual review.