

Quality Policy Statement

The Company aims to ensure that its products and services always meet the needs of its customers in accordance with contractual requirements, its policies, and procedures.

Tonbane Construction Service Ltd Management is committed to:

- ✓ Develop and improve the Company's Quality standards
- ✓ Continually improve the effectiveness of the Company Quality Procedures
- ✓ The enhancement of customer satisfaction

The management has a continuing commitment to:

- ✓ Ensure that customer needs and expectations are determined and fulfilled with the aim of achieving customer satisfaction
- ✓ All complaints and non-conformances are investigated by senior management to ascertain the source of the non-conformance and measures needed to prevent recurrence.
- ✓ Communicate throughout the Company the importance of meeting customer needs and all relevant statutory and regulatory requirements.
- ✓ Establish the Quality Procedures and objectives, and ensure they are brought to the attention of all employees.
- ✓ Ensure the availability of resources to meet the requirements of the Quality Procedures, i.e. training and funds.
- ✓ Ensure to provide training when seen fit.
- ✓ Ensure to keep an updated training matrix.

To meet the Company commitment to quality, the Tonbane Construction Service Ltd will:

- ✓ Ensure all employees are trained and competent in the tasks they undertake on behalf of the company and training records are held; training will be provided initially during induction and as required thereafter. Further training will be required should the scope of works undertaken by the Company change and/or following monitoring of the Quality Procedures for continual improvement.

- ✓ Ensure all employees understand the requirements of this Quality Policy and abide with the requirements of the Company Quality Procedures.
- ✓ Constantly monitor its quality performance, including on site performance during site visits, and implement improvements when appropriate.
- ✓ Regularly review this Quality Policy in order to ensure its continuing suitability.
- ✓ Provide information to individuals regarding monitoring of the Company Quality Procedures.
- ✓ Provide copies of this Quality Policy Statement to all employees.

We aim to provide a professional and ethical service to our clients. In order to demonstrate our intentions, we have identified the following Quality Objectives:

- To maintain an effective in-house Quality Management System.
- Expand our customer base in line with the requirements of our quality management processes and without compromising our quality.
- To achieve and maintain a level of quality which enhances the Company's reputation with clients.
- To progressively grow our business while maintaining our focus on the quality of our services.
- We will conduct our business in an ethical and professional manner.
- We will endeavour to satisfy our clients' requirements and get things right first time.
- Should we make a mistake, we will admit it and put things right as soon as possible.
- We will analyse customer feedback data, internal performance data, financial performance data and business performance data to ensure that our Quality Objectives are being met.



Signed

Date: 11.10.2022

**Managing Director Responsible for Tonbane Construction Service Ltd
Health, Safety and Environment**