CIVIL ARB CONTRACTORS
QUALITY POLICY

GENERAL STATEMENT OF POLICY

This policy sets out our quality vision, objectives and how we aim to achieve them. Our business approach embodies the recognised principles of quality and the core philosophies of quality planning, assurance, and control.

We plan to operate under a fully established BS EN ISO 9001 compliant System (IMS) which provides clear guidelines on how we manage and monitor quality throughout our business.

Civil Arb Contractors strive to be recognised as excellent in all aspects of our business. To achieve this, we ensure that all employees and sub-contractors adhere to the following objectives:

- Provide a seamless service for all clients from quotation to the completion of all work.
- Always Providing a professional service
- Ensure all work is completed in a timely manner and the site is left clear of all waste.
- Dealing with any client requests or issues in a timely manner and resolving as necessary

To ensure that as a company we continue to improve, we renew accreditations and certificates as necessary. All employees attend induction training, which is renewed throughout their employment.

We regularly review our management and processes to ensure we continue to improve as a company. We also encourage customer feedback to assist with this.

MONITORING AND REVIEW

This quality policy will be continually monitored and updated as and when required. We shall conduct a further review should the organisation's structure and/or the scope of operations change. Amendments shall also be made should any accident or incident reported to or by the organisation. .

Our AIM (Attitude, Influence, Management) principle seeks to empower and actively encourage you to promote positive behaviours and an open culture by outlining how we expect you to behave, how we will enhance our quality performance together and what your expectations should be of the Senior Management Team.

ATTITUDE - WHAT ARE OUR EXPECTATIONS OF YOU?

- Comply fully with the requirements of this Quality Policy Statement along with the general arrangements detailed within our supporting documented procedures.
- Treat every colleague, supply chain partner and other stakeholders consistently.
- Promptly report all quality close calls, incidents, and complaints without fear of undue blame.
- Actively participate in consultation with Directors, Managers and Team Leaders& Supervisors on quality performance matters.

INFLUENCE - WHAT WE WILL DO TOGETHER:

- Seek to understand the needs and expectations of our customers and work together to experience excellence of service and product delivery.
- Hold each other accountable for quality performance and help each other to improve.
- Have clear and effective communication channels available to all employees, sub-contractors, suppliers, and stakeholders.
- Promote an open and honest reporting culture across the entire workforce.
- Share learnings from quality close-calls, incidents, and complaints; and ensure corrective actions to prevent a reoccurrence are completed in a timely manner.
- Establish collaborative relationships with our client and supply chain partners to drive continual improvement.
- Review the IMS to determine its effectiveness and ensure continual improvement.
- Implement the actions to deliver our Quality & Systems objectives and strive to meet our strategic goals.

MANAGEMENT - WHAT SHOULD BE YOUR EXPECTATIONS OF MANAGEMENT?

- Openly display leadership in the maintenance of a clear vision of our business values, strategy, and direction, and communicate the quality policy and performance objectives to our employees, and all those under our management.
- Commit to ensuring that suitable and adequate resources are identified and provided to enable managers and supervisors to discharge their responsibilities.

- Provide the appropriate training and ensure robust competence management arrangements are in place so that we are competent to undertake our tasks and discharge our responsibilities.
- Listen and take reasonable action on any suggestions to improve quality performance.
- To be highly visible in the support and encouragement of the delivery of the HSQES objectives and lead by example.

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Darren Fowler & Callum Manson

Company Directors

March 2025