



## Quality Policy

This is the Quality Policy Statement of:

### Clubb Concrete Ltd

**The objective of this Quality Policy is to provide Clubb customers with confidence that the quality of products and materials supplied are in accordance with the appropriate contract, specification and standard.**

**Our Quality policy is defined and strongly driven by the following management principles and behaviours:**

- Build a mutually profitable relationship with our customers, ensuring their long-term success, through the understanding of their needs and the needs of their customers
- Achieve our commitments for quality, costs and timescale
- Enhance the systematic use of research and use of best preventative practices at all levels and ensure reliable and appropriate risk management
- Drive continual improvement and innovation based upon research and development, efficient business processes, well-defined measurements, best practices and customer surveys
- Promote staff competencies, creativity, personal development and accountability through appropriate development programs and show strong management involvement and commitment
- Achieve our commitments for legal, GDP and other statutory requirements
- Meet our obligations for Quality by establishment of Kitemark licencing and adhering to those industry related requirements.

**Clubb Concrete Ltd strives to be the best in its core activities in the UK construction industry. All employees are accountable for fully satisfying our customers by meeting their needs and expectations with best in class solutions and services. Our goal is 100% customer satisfaction 100% of the time.**

Signed:

(Lawrence Dale – Managing Director)

Date: 18/11/2024

Review date: **Annually**