

## POL003 Quality Policy Statement

It is my policy to provide to my Company's customers, products and services, which are fit for their intended purpose and are delivered conforming with the Customers, Manufacturers and with the purpose and context of the Company. Producing a quality product whilst maintaining customer satisfaction in a cost-effective manner.

To this end management systems and procedures are applied to meet the quality goals of the Company to ensure the effectiveness of the quality management system and to satisfy the seven principles of BS EN ISO 9001:2015:

- Our primary focus of will be to meet customer requirements and to strive to exceed customer expectations
- Managers at all levels will establish unity of purpose and direction creating conditions in which my employees are engaged in achieving the quality objectives of my company
- All employees are competent, empowered and engaged in delivering value.
- Consistent and predictable results are achieved more effectively and efficiently.
- My company and employees will be focused on improvement.
- Management decisions will be based on the analysis and evaluation of data and information.
- Commitment to work with suppliers and customers to establish and maintain highest quality standards

Notwithstanding the above I shall strive to create an environment that stimulates innovative thinking and provide continuous improvement within the Quality Management System. Maintain awareness of and apply where appropriate new developments in construction and Civil Engineering technology and business methods with our customers.

I shall:

- Ensure that we can demonstrate improvement in our service delivery and internal processes so that we will continual to meet and build on customer requirements and stakeholder expectations.
- Ensure that we can deliver the quality goals by the establishment and implementation of management objectives and processes, which will be monitored against the requirements of the Quality Management System, legislation and our customer's requirements.
- Set and monitor personal and job-related quality objectives for my Managers, which will ensure that the correct standard of quality is maintained, monitored and progressively improved.
- Ensure that the Quality Policy is made available to employees and relevant interested parties either via the company's website or made available if and when requested.

These arrangements and objectives will be managed by myself but administered by the Management Team utilising documented information.

Leadership and accountability by myself at the highest level and assisted by the Management Team. I, as the Managing Director will maintain executive control of the Management System.

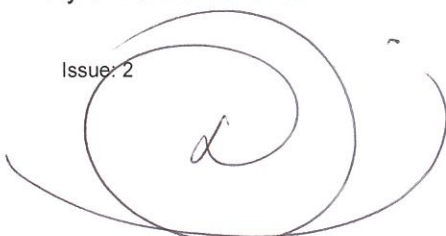
Liam Clear  
Managing Director  
Pyramid Builders Ltd

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I shall ensure that Pyramid Builders Ltd will take all reasonable steps to ensure that employees and sub-contractors are made aware of the contents of this statement, together with the relevant sections of the Transport and Works Act 1992 and the implications therein.

Furthermore, as a responsible employer, procedures are in place to prevent, in so far as is reasonably practicable, any offence under the Act and a monitoring process to measure the effectiveness of such procedures.

The following shall constitute instances of drug or substance misuse:

- The use of prohibited drugs as defined in the Misuse of Drugs Act 1971.
- The abuse of prescribed drugs, proprietary medicines or other substances.
- The use of medication, prescribed by a doctor or advised by a pharmacist, which could affect work performance.
- The consumption of alcohol.

It is a requirement that no employee or sub-contractor shall:

- Report or endeavour to report for duty having just consumed alcohol or under the influence of drugs
- Report for duty in an unfit state due to use of alcohol or drugs
- Be in possession of drugs of abuse in the workplace
- Consume alcohol or drugs whilst on duty.

I and the other members of Pyramid Builders Ltd Management Team will not tolerate any departure from these rules and will take the appropriate action in the event of any infringement. Action may also be taken if help is refused and/or impaired performance continues, or in cases of gross misconduct. Where there is possession of or dealing, with drugs action may involve the police.

There is a policy of assistance with the rehabilitation of staff with alcohol or drug related problems that voluntarily seek help; any person with such a problem is urged to do so. Any disclosure shall be treated in the strictest confidence, subject to the provisions of current legislation. It is accepted that relapses may occur and any absence for treatment and rehabilitation shall be recorded as normal sickness. Such staff must, however, seek assistance at the earliest possible opportunity - subsequent discovery or a disclosure prompted by impending screening will not be acceptable.

Systems of 'Due Diligence' have been put in place throughout the company to ensure employees do not report for or carry out work whilst under the influence of alcohol and/or drugs. Sub-contractors must have in place such systems of 'Due Diligence' at least equal to those of Pyramid Builders Ltd.

A programme of screening has been put in place including procedures to:

- Detect the use of drugs by both existing and potential employees
- Detect the use of alcohol and/or drugs by any person(s) involved in an accident/incident where there are grounds to suspect that the actions of the person(s) led to the accident/ incident ('For Cause')
- Detect the use of alcohol and/or drugs where abnormalities of behaviour prompt managerial intervention (which may include a request for screening).