

## Quality Policy

The Salvatori Group of Companies Ltd has, by implementing a Business Management System, are committed to the principles of the Plan, Do, Check, Act methodology used by ISO 9001:2015

The CEO and board of directors of The Salvatori Group of Companies Ltd recognise that in addition to health, safety and environmental management exemplary customer service is an integral part of its management function. The company views these as a primary responsibility and the key to good business practices.

The company places particular emphasis on obtaining customer satisfaction by:

- Responding promptly and accurately to customer's enquiries and contracts.
- A constant pursuit of quality, value, and reliability in the services that the company supplies to its customers.
- Ensuring that its management and staff are fully trained to meet the requirements of the business and its customers.
- Constantly striving to meet and where possible exceed its customers' expectations.
- Working closely with its customers in seeking to establish the highest quality standards.
- Adopting a forward-looking view on future business decisions, which may have an impact on quality.
- Training all employees in the needs and responsibilities of quality management.

The company's quality policy calls for continuous improvement in its quality management activities and business is conducted according to the following principles.

- Complying with all applicable laws and regulations.
- Following a concept of continuous improvement and making best use of management resources in all quality matters.
- Communicating quality objectives and performance, throughout the company and to interested parties.
- Taking due care to ensure that activities are safe for employee's, subcontractors and others who may come into contact with our work.
- Providing customer satisfaction by continually striving to provide the highest quality products and services, on time, at a competitive price.

If complaints are received externally from members of the public they will be directed to our website [www.salvatori.com](http://www.salvatori.com) and requested to complete an online complaints form, it is dealt with as follows:

- The complaint will be received by the Quality Manager
- The complaint will be forwarded to the relevant senior manager or director,
- The complaint will be investigated,
- The person who made the complaint will be updated once the investigation is completed.

The ability of The Salvatori Group of Companies Ltd to meet these objectives is measured through the internal audit processes which will evaluate the effectiveness and efficiency of the company, as well as through processes for continual improvement and for the detection and prevention of non-conformances. Customer satisfaction is monitored and used as a basis for continual improvement.

The continuing suitability of the Policy, objectives and the performance of the Management System is discussed on a regular basis; records of formal reviews are maintained as defined within the Management Review Process.

The Business Management System outlines the management system used to demonstrate the organisations commitment to ISO 9001:2015.

Signed:   
Daniel Salvatori - CEO

Dated: 6<sup>th</sup> December 2022