

POL04 QUALITY POLICY STATEMENT

It is in The Fit Out People Limited (the **Company**) philosophy to provide innovative and cost-effective solutions within a constantly changing environment, recognising the needs of our customers, and working alongside them to meet their own business objectives.

Our commitment to customer service and quality underpins every stage of each project, a principle which is understood by every member of our team, where individuals are encouraged to take a proactive role and personal responsibility in order to achieve the highest possible standard of quality. All members of staff understand their responsibility for ensuring that the company remains fully capable of adhering to all applicable Statutory and Regulatory duties which are necessary to support the company's core business objectives & targets and the company's business management system.

Quality objectives and targets are established and set at relevant functions and levels within the Company during Health and Safety Management Review Meetings. Objectives and targets are continually monitored and are reported on, reviewed and evaluated during these Management Review Meetings – which take place at least annually.

Our customer relationships are enhanced by a partnership approach and a spirit of co-operation in which every effort is taken to exceed the expectation of completing the project on time, within budget and with minimal disruption. Everyone within our organisation is dedicated to ensuring that each of our clients remain fully satisfied with the construction services they have requested, and that their needs and expectations are fully and satisfactorily met.

The Fit Out People are totally committed to BS EN ISO 9001:2015, maintaining and reviewing our quality procedures and objectives, and ensuring a process of continual improvement in all business activities.

The Company is also committed to meeting all applicable regulatory and legal requirements. A register of legal legislation and other requirements is held within the Integrated Management System found within the companies IT system and is monitored by the HSEQ Manager.

The Company is dedicated to continually assessing all aspects of operational performance with a view to identifying any opportunities to help enhance its methods, its business operations and processes, thus ensuring we can maintain the capability to continually improve, and meet and surpass our commitment towards providing total customer satisfaction.

This Policy will be displayed prominently or made available at all sites and workplaces. In addition, the organisation and arrangements for implementing the Policy will be made available at each site and workplace.

This Policy has immediate effect and supersedes all previous versions. This Policy will be reviewed and amended as necessary to reflect any relevant changes in our Quality Management System and Procedures.

Andy Fuller
Managing Director

