

**1. The Policy**

- 1.1 It is the policy of Marlborough Brickwork Limited to provide masonry, cladding and walling services that fully comply with client orders and to ensure its Business Management System meets, and continues to meet, the requirements of BS EN ISO 9001:2015. Marlborough is committed to continually improving the effectiveness of its Business Management System in order to enhance satisfaction of both clients and other interested parties and the development of the business.

2. Quality Objectives

- 2.1 The Company's Quality Management Objectives can be found in the Business Plan.

3. General

- 3.1 The Business Management System sets out the main elements and procedures for quality management.
- 3.2 All employees are made aware of the Quality Management Policy, Objectives and System Requirements.
- 3.3 Employees are systematically trained to operate the systems effectively and meet the Company's quality standards
- 3.4 Employees are required to inform management of activities, occurrences and conditions that put at risk service quality.
- 3.5 Employees are responsible for observing quality management policy provisions and for carrying out work in accordance with business management system guidelines and procedures.
- 3.6 This will enable Client needs to be satisfied in all respects.

4. Responsibility

- 4.1 The Managing Director is responsible for ensuring the Business Management System functions correctly and its effectiveness is maintained through monitoring, control and review.
- 4.1 The Managing Director is responsible for reviewing Quality Management Policy and Objectives on a regular basis.

5. Authorisation**Signed:** **Position:** Managing Director**Name:** Paul Donnelly**Date:** 31st January 2020**For and on behalf of Marlborough Brickwork Limited**