

Quality Policy

It is Horbury's policy to provide clients with a high-quality service that exceeds expectations and ensures the highest level of customer satisfaction. To ensure all clients receive the required quality of products and services we have developed an Integrated Management System that is independently certified to meet the requirements of BS EN ISO 9001:2015 and our legal and other corporate responsibilities.

We are committed to the involvement of all our workers in implementing and continually improving the effectiveness of our Integrated Management System and will provide the resources to ensure that the importance of exceeding customer requirements is communicated and understood throughout our business

We will revise, monitor, and review quality objectives and performance on a regular basis to promote continual improvement of our processes and activities

All workers must comply with the requirements of our Integrated Management System and seek opportunities to continually improve processes and the quality of outputs, notifying their Line Manager of any non-conformance with, or failing of, the Integrated Management System.

During the coming year, we will continue to roll out new elements of our system as quality initiatives, including:

- Complete roll out and development of Rdrive (our Quality Management and site progress control system) to Titan Flooring, Horbury Joinery and Titan Interior Solutions (including demountables)
- Implementation of the updated Boris system for Horbury Property services
- Site level waste management reporting

Our workers are encouraged to give all quality initiatives their full support and continually strive to make improvements to Horbury Processes, products, and services. We will support this with communication and by celebrating successes.

This policy will be reviewed for ongoing suitability and effectiveness at Management Reviews

A handwritten signature in black ink, appearing to read "Trevor Wragg".

Trevor Wragg
Chief Executive
1 September 2024

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