



Mitre Construction

External & Internal Refurbishment Specialists

COMPANY POLICY **QUALITY POLICY**

As a leading construction and refurbishment company, MCCL is committed to maintaining the highest standards of quality in the services we provide to our clients. We are registered with Constructionline and we are CHAS and Safecontractor accredited.

It is the policy of MCCL to maintain a quality system designed to meet the requirements of ISO 9001:2015 (or any other standard in line with Annex SL Structure) in pursuit of its primary objectives, the purpose and the context of the organisation.

It is the policy of MCCL to:

give satisfaction to all our customers and other stakeholders and interested parties whenever possible, liaising closely at all stages of the programme, meeting and exceeding their expectations.

- comply with all legal requirements, codes of practice and all other requirements applicable to our activities;
- reduce hazards, prevent injury, ill health, infection and pollution.
- provide all the resources of equipment, trained and competent staff and any other requirements to enable these objectives to be met;
- ensure that all employees are made aware of their individual obligations in respect of this quality policy;
- maintain a management system that will achieve these objectives and seek continual improvement in the effectiveness and performance of our management system based on "risk".

In particular in our site operations we:

Ensure we follow defined working procedures

- Comply with building regulations and all other legislation requirements at all times
- Employ only suitably qualified manpower, including managerial staff

- Use only high-quality building materials, and services
- Ensure any subcontractors have the necessary competencies, qualifications and are efficiently managed
- Seek to minimise disruption to neighbours and other third parties
- Seek to conserve natural resources operating in a manner sensitive to the environment and complying with all relevant legislation

This quality policy provides a framework for setting, monitoring, reviewing and achieving our objectives, programmes and targets.

Customer service is an essential part of the quality process and to ensure this is fulfilled, all employees receive training to ensure awareness and understanding of quality and its impact on customer service.

To ensure the company maintains its awareness for continuous improvement, the quality system is regularly reviewed by “Top Management” to ensure it remains appropriate and suitable to our business. The quality system is subject to both internal and external annual audits.

On behalf of Mitre Construction Company Limited

Tina Salmon
Director
Mitre Construction Company Limited

15th July 2025