Thomas Armstrong (Construction) Ltd.

Quality Policy Statement

Thomas Armstrong (Construction) Ltd. is committed to delivering high-quality construction services that meet customer and relevant interested-party requirements. We are committed to maintaining an effective Quality Management System that supports the strategic direction of the business and conforms to ISO 9001 and applicable statutory, regulatory and contractual requirements. Through effective leadership, competent personnel and robust processes, we aim to consistently deliver products and services that meet specified requirements and achieve positive outcomes for our customers and stakeholders.

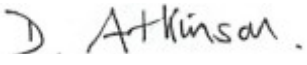
This Quality Policy provides the framework for establishing, monitoring and reviewing measurable quality objectives across the business. We are committed to continual improvement of our processes, products and services through the analysis of performance data, customer feedback, audits, inspections, lessons learned and management review activities.

We commit to:

- Working in partnership with our clients to understand and meet their needs and expectations.
- Continually reviewing, implementing and improving our procedures and processes to ensure effectiveness and efficiency.
- Maintaining and continually developing a systems-based approach to managing our projects and wider business, utilising construction management software (Procore) for project planning and delivery.
- Working collaboratively with employees, subcontractors and suppliers to promote best practice and achieve consistent quality outcomes.
- Identifying and adhering to client and statutory quality standards.
- Applying the Plan-Do-Check-Act (PDCA) methodology to drive continual improvement throughout the business.
- Establishing a programme of audits and inspections to assess compliance, identify areas of improvement and analyse trends.
- Providing the resources necessary to meet contractual requirements.
- Seeking feedback from our clients at the end of each completed project on the service and product delivered, to facilitate continuous improvement.

This Policy is communicated to all employees and is available to relevant interested parties via our website: **www.thomasarmstrongconstruction.co.uk**

This policy is reviewed annually and is authorised for issue by:



David Atkinson, Managing Director

Date: 26 October 2026