

Corb Ltd maintains a Quality Management Policy to ensure we continuously attain customer satisfaction, a stable customer base and improved efficiency. Only by providing a quality service that meets customer's requirements on time and to budget will we achieve our aims of long term success and sustained improvements.

Corb Ltd is committed to maintaining, so far as reasonably possible, safe systems of work and a safe and healthy working environment throughout all our business operations. This commitment extends to all sites and our office premises, and to all staff, sub-contractors, and other persons who may be affected by our undertakings.

Corb Ltd recognises the benefits to be gained by following the philosophy behind Quality Management Systems, such as that defined in EN ISO 9001:2008. It is the ultimate goal of the company to attain this accreditation. In the meantime, the company recognises the Chartered Quality Institutes Small Business Standard specifically designed for SMEs as a beneficial set of management principles. Corb Ltd are committed to managing the business by this set of principles and thus delivering improvements for clients, suppliers, sub-contractors, staff and management.

The key areas that are being monitored are as follows:

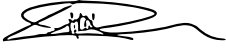
1. **Management responsibility** – Values communicated to staff, demonstrating good planning and leadership, integral targets and effectively resourced/skilled workforce. Ensuring management are trained in quality management and continue to review the guidelines and change our procedures if our works change.
2. **Business reviews** – Weekly meetings carried out to review performance and set clear business goals. Audits of our quality in all aspects of management in the business.
3. **Customer care** - Delivering a quality service to meet customers' expectations, seek feedback, effective process for customer complaints, measurement of customer satisfaction.
4. **Staff & employees** – Fair and equal treatment of staff in line with our HR handbook, ensuring staff feel valued, ensuring all possess contracts, and achieving minimum standards of remuneration. EIA's carried out at regular intervals. Employee individual development plan and training matrix's kept up to date.
5. **Working environment/processes** – Suitable and safe working environment, providing necessary/safe equipment, appropriate training, processes in place to benefit customers, staff and management. **Suppliers & Subcontractors** - Supplier selection based on quality, reliability and cost, purchase orders containing sufficient information, regular review of performance. Subcontractor PQQ's and agreements used and updated regularly.
6. **Documentation** – Regulatory documents, insurances and quality documents provided to clients and external parties. Assessments and audits of on site and office to be carried out regularly.
7. **Preventing and correcting service problems** – Establish annual targets, process of dealing with complaints, review of business procedures.
8. **Records** – Annual plan, review of records to minimise risk.

Corb Ltd are currently working towards being ISO 9001 certified through staff training, auditing our current management systems and making plans for future improvement measures to be taken.

In summary, we aim to build a mutually profitable relationship with our customers ensuring their long-term success, through the understanding of their needs and the needs of their clients as well.

All personnel within the company are responsible for the quality of their work. The company provides training and has established systems to assist all personnel to achieve the standards requirements.

This policy will be subject to regular review at regular intervals throughout the year and be fully updated annually.

Signed  _____

Date: 14.04.2020 _____

Subject to review and monitoring every 6 months, or sooner if work activity changes.