Galliford Try is engaged in the design, design management, construction and maintenance of Building and Infrastructure projects for a wide range of customers.

In line with our company core vision **"to be the leading service provider in the construction of a sustainable future"** and our values; *Excellence, Passion, Integrity and Collaboration* (EPIC) we are dedicated to maintaining the highest standards in all our activities.

With our People we will;

- Ensure that Quality, Customer Focus and the importance of implementing the Company policies and procedures are integral to our working practices.
- Include quality and customer focus in the development and training of all employees to enable us to meet our quality obligations and exceed customer expectations.
- Communicate the results of Management Reviews, audits, customer feedback and performance against targets and objectives through regular briefings.
- Capture good practice and good ideas.
- Promote a no blame culture and aim for Zero defects.

With our Customers we will;

- Seek our customers' opinion of our performance and our quality culture and act upon the feedback that we receive.
- Communicate with our customers on the actions taken.

With our Supply Chain we will

- Establish the controls required for test and inspection before work commences.
- Reduce risks to quality by developing mutually beneficial long term supply chain agreements with selected suppliers
- Promote the culture of 'do it right, do it once' and aim for zero defects.
- Recognise those who consistently produce quality products, deliver a quality service and contribute towards our targets and objectives.
- Monitor the performance of our supply chain and actively seek to improve deficiencies

On our Projects we will

- Always be Customer Focused
- Establish the controls required for test and inspection before work commences
- Control documents to prevent the use of obsolete information.
- Identify Time, Cost and Quality as high priority on every project.
- Feedback ideas and innovations that might reduce wastage or increase value

To assist in the achievement of this we will

- Adopt ISO 9001 as a minimum standard.
- Carry out audits of systems and processes to establish the level of compliance with requirements
- Undertake reviews of effectiveness of actions taken to correct or prevent non-conformances
- Undertake regular reviews of the adequacy and effectiveness of our Quality System
- Establish a framework for analysis of data and manage continual improvement opportunities.
- Establish SMART Quality objectives to meet our policy commitments above.

Bill Hocking, Chief Executive

Reviewed: March 2022   Next Review: March 2023