

QUALITY POLICY

Colorado Construction & Engineering Ltd and its subsidiaries and associated companies, hereinafter referred to as 'The Group' recognises the duties placed upon it to satisfy the requirements of our clients with a service that exceeds their requirements in every way we can.

We are committed to ensuring that this policy is effective and to this end we will strive to continuously improve upon our services, processes and management systems by ensuring the following principles are applied throughout the group:

- Full commitment of all personnel to reduce waste and improve Customer Service. It is our intention during year 2019 to reduce waste levels. It is also our intention to improve Customer Satisfaction level.
- Full commitment of all personnel to have active involvement in making improvements.
- Full commitment to using Environmentally Friendly products and promoting wherever possible, the re-cycling of old materials.
- Full Commitment to ongoing training and development of staff.
- Full understanding by all employees, of the long term importance of achieving customer satisfaction and their role in ensuring we meet expected customer standards.
- An appreciation that a consistent quality service can only be achieved by ensuring control at each stage of service delivery, with the ultimate aim of achieving "Zero Defects."
- A Group wide Integrated Management System is in operation which is designed to comply with the requirements of BS/EN/ISO 9001:2008, BS/EN/ISO 14001: 2004 and Health and Safety regulations (BS 18000). And comply with railway regulations and Link Up.
- The ISO system defines the commitments of the group, and the complementary Quality Procedures and Method Statements detail the methods that are employed to ensure Customer Satisfaction.

The statement will be regularly monitored to ensure that the above objectives are achieved. It will be reviewed and, if necessary, revised in the light of legislative or organisational changes.

Signed

Date: 19th January 2020



Ian Bownes
Managing Director
Colorado Construction & Engineering Ltd