FOWLER BUILDING CONTRACTORS
QUALITY POLICY

Why Quality is important to us

- We care about our customers, our workforce and the quality of our service.
- All work is carried out in a cost effective and timely manner, and in accordance with the highest professional standards aiming for continual improvement and customer satisfaction through the involvement and participation of all levels of management and staff.
- We care about the name we bear, and the reputation built through our own work and that of our predecessors.
- We want our clients' experiences of Fowler Building Contractors Ltd to be more than just satisfactory. We use our experience to work with clients, their agents and architects to bring their ideas into being and our skilled tradesmen offer valuable suggestions along the way.
- We are committed to keeping our promises, exceeding expectations, and working relationships that are mutually beneficial.

How we promote Quality in our business

- All of our processes have been designed with ISO 9001: 2015 (Quality) requirements in mind in order to demonstrate its commitment to quality to both customers and other interested parties.
- We strive to continually improve our services and innovation provided to Clients, through the use of this Quality Policy, quality objectives, performance evaluation, including customer feedback, audit results, corrective actions and the Management Review.
- All of our employees are required to deliver our services through the mandatory processes defined through our Quality Manual.

Who has ownership of Quality in our business

- The organisation ensures that each employee understands that quality assurance is fundamentally important to their future. Each employee knows how they can contribute constructively in the achievement of the quality requirements and are motivated and supported to do so.
- We undertake regular internal audits on all quality related systems and processes.
- Each of our Contract Managers has direct responsibility for delivering in accordance with our Quality Manual.
- Ongoing training and development of our people underpins our proactive approach to continuous improvement in all that we do.
- **Mr Will Lydon,** Managing Director, has Board responsibility for Quality issues.

The Quality Policy is evaluated as part of the overall review of the Quality Management System to ensure its stated objectives are met.

This Quality Policy is displayed at the Head Office and is available to all personnel including visitors and contractors. All employees are encouraged to read it and communicate any queries to the Managing Director.

The Quality Policy is made available to all external interested parties on request.

Will Lydon
Managing Director

Signed: Date: 16th July 2025 Next review date: 15th July 2026