

## Quality Policy

John Gunn & Sons Ltd. is committed to providing the highest standards of product and service that will meet the needs, requirements and expectations of its customers and clients in the provision of Civil Engineering, Quarrying, Asphalt Production & Laying, Plant Hire and Ready Mixed Concrete.

Because of this aim, objectives will be clearly set and communicated through the management review process and will be recorded and cascaded to the business. These goals and objectives will be achieved through a clear commitment to a level of quality commensurate with the requirements of BS EN ISO 9001: 2015, Sector Scheme 16 for the quality management of the laying of asphalt mixes and other British Standards relative to Civil Engineering, Quarrying, Asphalt Production, Plant Hire and Ready Mixed Concrete (Kite mark).

The company aims to maintain and continually improve this through a continued commitment to quality and to conduct its business in such a manner that will, so far as is reasonably practicable.

The following principles are applied throughout the company:

1. Full commitment of all personnel to delivering a high quality of service. It is also our intention to monitor and improve customer satisfaction levels by collecting feedback from our customers.
2. Full commitment of all personnel to active involvement in making improvements.
3. Full commitment to meeting customer requirements as well as any applicable regulatory and statutory requirements.
4. Full commitment to continually improving our quality management system.
5. Full commitment to ongoing training and development of staff.
6. Full understanding by all employees, of long term importance of achieving customer satisfaction and their role in ensuring that their failure to meet standards will lead to the company failing to meet customer standards.
7. Appraisal and checks to ensure our approved suppliers understand and meet our quality requirements.
8. All staff are aware of and follow our quality management system, associated procedures and policies and understand the process of continual improvement of our Quality Management System

The ISO system defines the commitments of the company that are employed to ensure Customer Satisfaction. Quality objectives are set annually at management review meetings when this policy is also reviewed and approved.

This policy is available to all staff within the organisation and also made available to any interested parties upon request.



**Ian Gunn**  
**Managing Director**  
John Gunn & Sons Ltd.  
**Responsibility for John Gunn & Sons Ltd.**