

## Quality Policy Statement

Palmers 'the Company' is committed to providing the highest levels of QHSE performance in the areas of design, supply, erection, hire, maintenance and dismantling of scaffold work.

We recognise that our customers define our quality for us as a comparison of what they require us to do and what we actually deliver. Palmers is fully committed to achieving high levels of customer satisfaction and will endeavour to provide all of its services to the highest standards of capability and performance. Quality is achieved through the adoption of the following principles:

- Ensuring compliance with all relevant applicable legislation, customer requirements as well as industry best practice throughout all our business ventures;
- Compliance with and the ongoing development of the company's Integrated Management System (IMS). Integral to this is a firm foundation and structure in compliance with the requirements of ISO9001 - Quality Management Systems Requirements. The IMS records the methods by which we deliver quality and reliability of all services and products in a healthy, safe and environmentally responsible manner.

The Company shall at all times promote continuous improvement. The Company shall utilise feedback from employees, clients and stakeholders in pursuance of ongoing development of the management systems in the delivery of services that meet or exceed customer's needs and expectations.

Palmers sets the following measures in order to verify conformance of the management systems and achievement of acceptable levels of quality:

- Actively monitoring customer satisfaction including the use of periodic surveys to identify areas for improvement;
- Participation in external verification schemes including Achilles RIOs, UVDB Verify & Building Confidence, together with Builders Profile, CHAS, Constructionline SMAS Worksafe, SSIP Acclaim and SafeContractor;
- Maintenance of ISO9001 certification with a UKAS certification body;
- Provide ways for all employees to participate in a continuous cycle of work planning, process control, audit and review;
- All staff and operatives employed to work for the company shall have the necessary education, training, skills and/or experience and competence to perform their work tasks efficiently and effectively.

The company's policy, objectives and implementation will be monitored on an ongoing basis and will form part of the management review process. The policy will be communicated to all employees and made available to visitors and the public as well as when requested to suppliers, subcontractors and customers.



Donald Morrison  
Managing Director  
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