

## Quality Policy

The Dowells group of companies is a provider of building and construction services to the public and commercial sectors.

Our mission is to grow our business by taking care to identify – then consistently meet – the expectations, needs and requirements of our customers and other interested parties. We aim to achieve high levels of customer satisfaction within a commercially successful operation that maintains legal compliance, and offers a satisfying place to work.

We believe that the key to success in this regard is our management system - which is based on the International quality standard - ISO 9001:2015. Our system ensures that effective controls are consistently applied to our work processes, and provides a record of our quality-related activities.

We are committed to maintaining, and continually improving this system. All employees and suppliers are invited and expected to share in this commitment. We have allocated sufficient resources to ensure that quality remains at the heart of our business.

Any suggestions that may assist us to achieve our aims are welcomed.

This policy and our IMS will be regularly reviewed by senior management to ensure continued effectiveness and improvement

Signed:

Gail Dowell

Managing Director

13 January 2021

