



Quality Policy

HSQC Z Drive	PO003: Quality Policy	Reviewed: 13/03/2023
	Prepared By HSQC Department	Next Review: 31/03/2024
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QUALITY POLICY

CC Cousins Ltd (The Organisation) aims to provide excellent Customer Service, Quality Work and Defect Free Products to its clients on time and within budget.

The Organisation operates a Quality Management System that has gained ISO 9001, ISO 14001 and ISO 45001 certifications accredited by the British Assessment Bureau.

The Company and Management are committed to:

- Develop and improve the Quality Management System and Procedures.
- Continually improve the effectiveness of the Quality Management System and Procedures.
- The enhancement of Client Satisfaction.

The Company and Management have a continuing commitment to:

- Ensure the clients expectations and needs are identified and fulfilled with the aim of exceeding these and the aim of achieving complete client satisfaction.
- Communication throughout the Organisation, the importance of meeting client needs and all relevant statutory and regulatory requirements.
- Ensure that the annual management reviews set and review the quality objectives and reports on the internal audit results as a means of monitoring and ensuring the processes and the effectiveness of the Quality Management System.
- Ensure the availability of resources.

The structure of the Quality Management System is defined in this Quality Manual.

All personnel understand the requirements of this Policy and abide by the contents.

The Organisation understands and complies with all the relevant statutory and regulatory requirements.

The Organisation constantly monitors its performance with its clients and implements improvements when appropriate.

This policy is regularly reviewed in order to ensure its continued suitability.

Copies of this policy are made available and any changes are logged and explained regarding the positive impact on the policy and procedures. Staff are regularly monitored to make sure they are giving a positive client experience


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Handwritten signature of Keith Alflatt in black ink, showing the initials 'K.A.' followed by a horizontal line.

Keith Alflatt
Joint Managing Director

Handwritten signature of Mark Alflatt in black ink, showing the initials 'MA' followed by a horizontal line.

Mark Alflatt
Joint Managing Director

Handwritten signature of Paul Crookes in black ink, appearing as a series of loops and a horizontal line.

Paul Crookes
Director

Handwritten signature of David Saunders in black ink, showing a stylized 'D' and 'S'.

David Saunders
Director

Handwritten signature of Jack Parker in black ink, showing the initials 'JP' followed by a horizontal line.

Jack Parker
Director

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