



# HARTE

## QUALITY POLICY STATEMENT

The Harte commitment to quality is outlined as follows:

### OBJECTIVES

To offer a professional, efficient, reliable and cost effective service, working in partnership with others, to achieve client satisfaction.

To provide the service required in a safe manner meeting all specified customer requirements.

### POLICY

In order to achieve these objectives, several divisions of the Harte Group operate a Quality Management System in accordance with BS EN 9001:2000 and have accredited Certification with BSI Quality Assurance.

Each division, however, of the Harte Group is committed to:

- Developing a quality management system which is appropriate to its operation.
- Identifying and providing relevant training when & where required.
- Assessing each project undertaken to develop a suitable quality plan that addresses all aspects of the construction process.
- Promoting a culture of quality awareness and responsibility through leadership, communication and training, for direct employees, suppliers and subcontractors.
- Providing adequate resources, including a management representative to fulfil the Company's commitments.
- Conducting regular reviews at all levels to monitor performance and produce plans for improvement.
- Integrating systems for Safety, Health, Environmental and Quality to ensure a seamless effective management system.
- Working at all levels on the principles of 'right first time' construction.

Through ongoing investment in our personnel and by monitoring quality performance indicators via both internal & external benchmarking systems, Harte continually strive to enhance working practices.