



QUALITY POLICY ●●●



POLICY STATEMENT

At Hillery Group, we are dedicated to operating our business in a manner that consistently meets the requirements of the ISO 9001:2015 Quality Standard. We are committed to delivering civil construction, Rail construction, civil road construction, quarry products, and project management services that not only fulfil contract requirements but also exceed client expectations, all while staying within budget and achieving a profit acceptable to the business Directors. Our commitment to continuous improvement drives our operations and the quality of our products and services.

AIMS AND OBJECTIVES

To realise this commitment, we acknowledge that our customers' needs and expectations define the quality of our products and services. Our specific objectives are to:

- To establish and maintain a Quality Management System (QMS) that satisfies the requirements of ISO 9001:2015 and any other client-specific quality requirements.
- Demonstrate conformity to our Quality Management System requirements.
- Set annual quality objectives at strategic and operational levels, with progress measured and reported at management review meetings.
- Consistently deliver products and services that meet client and statutory/regulatory requirements and adapt to the evolving needs and expectations of our customers.
- Implement actions to address risks and opportunities associated with internal and external issues, meeting the needs of interested parties.
- Enhance customer satisfaction through effective application of the QMS, including processes for system improvement and conformity assurance.
- Achieve operational efficiency, attention to detail, and responsiveness to customer priorities while continually monitoring all projects.
- Continuously improve our services through the Quality Policy, quality objectives, performance evaluations, audit results, corrective actions, and management reviews.
- Review the QMS at planned intervals to ensure its effectiveness and alignment with the quality policy.
- Ensure all Hillery Group staff are fully competent and well-trained to perform their tasks.

RESPONSIBILITIES

COMPANY RESPONSIBILITIES:

- Train all staff and contractors to identify areas for improvement.
- Eliminate wasted and non-value-added steps and time in our processes where feasible.
- Strive to achieve customer satisfaction in all endeavours.
- Support the adoption of appropriate quality systems and management principles, ensuring all stakeholders benefit from our commitment to quality.
- Make the policy available to all interested parties.

EMPLOYEE RESPONSIBILITIES:

- Participate in the consultation process to develop and improve this policy.
- Actively participate in the company's efforts to achieve the goals and objectives of this policy.

I, Luke Hillery, CEO of Hillery Group, fully endorse this Quality Policy. Our dedication to quality and continuous improvement is integral to our success and the satisfaction of our clients. Together, we will uphold these principles to ensure excellence in all our operations.

Luke Hillery
Chief Executive Officer



Monday 8th April 2024



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