

QUALITY CONTROL POLICY STATEMENT

Gemini Roofing & Cladding Ltd is committed to achieving sustained, profitable growth by providing services which consistently satisfy the needs and expectations of its customers. This level of quality control is achieved through the adoption of a system of processes and procedures that reflect the competence of the Company to existing customers, potential customers and independent auditing authorities.

The Company encourages continual improvement to enhance the effectiveness of its operations and the performance of the quality management system. Objectives are established and monitored in order to measure performance improvement.

Achievement of this policy involves all employees, who are individually responsible for the quality-control aspects of their work, resulting in a continually improving fit for purpose project completion.

All Gemini Roofing & Cladding Ltd staff are responsible for quality within the company and for maintaining our high standards, as such, this policy is provided to all staff and additional explanation and training is always available.

The primary objectives of the Quality Assurance System are:

- Identifying our client's requirements and meeting or exceeding the agreed standard
- To maintain an effective Quality control on all our project installation works
- Continually improving the effectiveness of our Quality Assurance System by reviewing procedures every two years or in response to changes in legislation or company policies.
- To achieve and maintain a level of quality which enhances the Company's reputation with our customers
- Continually improving ourselves via appropriate training or relevant professional development procedures.
- To ensure compliance with relevant customer, statutory, regulatory and safety requirements
- To endeavour, always, to maximise customer satisfaction within the services and quality controls provided by Gemini Roofing & Cladding Ltd

Gemini Roofing & Cladding Ltd are committed to delivering a consistent, high-quality service to our customers.

We are here to satisfy our customer's requirements to their satisfaction.

We will comply with the relevant parliamentary acts, regulations, safety requirements and good workmanship practices

Our operatives will always be directed by experienced, well qualified, supervisors.

Although everything is done to avoid them, we seek continuous quality improvement in our work and strive towards the prevention of defects.

Quality is everyone's responsibility and each employee is personally responsible for: -

- Adhering to company quality and procedural policies
- Ensuring that all materials and working equipment is in good condition

- Considering their own and others personal safety and ceasing work / reporting unsafe working conditions should they occur.

Supervisors have additional responsibilities to: -

- Ensuring that team members are correctly trained and capable of safely carrying out their allotted tasks.
- Ensuring each job meets safety requirements and is carried out on time and to the contract specifications.

Managers' responsibilities - include the entire above as well as: -

- Identifying and ensure the correction of any non-conformances
- On-going review of performance. To do this, forms will be sent with each invoice to identify what can be improved within our working methods and procedures. These will be aggregated and used to improve quality on a continuous basis.

I am in receipt of Gemini Roofing & Cladding Ltd's Quality Control Policy and have read and acknowledged my responsibilities as outlined in this policy.

I therefore agree to always abide by its contents.

Name:	Matthew Curtis
Position:	MD
Date:	01/04/2025