



SH Structures Ltd is committed to achieving business excellence and continual improvement.

Our objective is to develop a sustainable business that continually meets or exceeds the expectations of our customer and stakeholders; it is therefore our policy to:

- ❖ maintain a quality management system in accordance with ISO 9001:2015 in order to provide a platform from which to continually monitor and measure our continual improvement efforts;
- ❖ comply with applicable legal/statutory requirements;
- ❖ maintain specific industry quality management related systems and certifications which further assure product quality including ISO 1090-1 'Execution of steel structures and aluminium structures' and ISO 3834-2; Quality requirements for fusion welding of metallic materials. Comprehensive quality requirements, and 'National Highways Sector Scheme for Quality (NHSS20)';
- ❖ ensure that the customer requirements and expectations are established and broadcast to all relevant personnel within the Company and other interested parties;
- ❖ recognise that people are our main asset in achieving our quality objectives and ensure that they are adequately trained and able to achieve their full potential;
- ❖ communicate our objectives to all employees and other interested parties.
- ❖ plan and execute work to fulfil the specified requirements, with particular emphasis on quality of product and services, programme, and budget;
- ❖ build sound working relationships with clients customers and external providers and other interested parties to enhance mutual benefits;
- ❖ ensure all employees and external providers are aware of their responsibilities with respect to quality.

Top management shall at all times demonstrate leadership and commitment with respect to the quality management system including ensuring that:

- ❖ they lead by example; effective procedures and systems are developed, implemented and complied with within their areas of responsibility;
- ❖ they establish appropriate objectives/KPI's within their relevant departments;
- ❖ quality and other related policies are communicated and understood at all levels within the company and relevant external providers.

Approved: S.J. Holden

Managing Director

January 2020

*This policy will be communicated within SH Structures and to all interested parties*