

## Quality Policy Statement

Tom Willoughby Ltd. are part of the FT Construction Group which is a leading privately owned construction group operating throughout Yorkshire and the North East of England. Our aim is to consistently produce superior results using our own specialist skilled workforce, local resources and best practice management.

The company understands the importance of quality standards within business operations and therefore commits to maintaining a Quality Management System in accordance with the requirements of ISO 9001:2015.

The management team is committed to:

- Ensuring that customer and applicable statutory requirements are determined, understood and consistently met.
- Continual improvement of the QMS by ensuring the risks and opportunities that can affect conformity of products/services and the ability to enhance customer satisfaction are determined and addressed and the focus on enhancing customer satisfaction is maintained.

In order to achieve this, the management team shall:

- Take accountability for the effectiveness of the QMS.
- Ensure the Quality Policy and Quality Objectives are established for the QMS and are compatible with the context and strategic direction of the Company. Quality objectives have been set and are maintained as part of the QMS internal auditing, monitoring and management review processes, in order to enhance client satisfaction.
- Promote the use of a process approach and risk based thinking.
- Ensure that the resources needed for the QMS are available; including training, support and encouragement.
- Promoting continual improvement in all aspects of the business and industry related standards.
- Ensure that the QMS achieves its intended results.
- Review and revise the policy as required. As a minimum this will be completed every 12 months.

The company will enlist the support of all employees for the implementation of this policy and will encourage open consultation to facilitate the development of the management system. We understand that employees are a key resource and that their input and understanding is vital to the implementation of a successful integrated management system.

The company's directors and management team give their full support to this Policy and the Integrated Management System and take direct responsibility for its execution. This policy extends to all contractors and sub-contractors engaged on our projects.



**Paul Blades: Managing Director**



**Darren Johnson: Managing Director**

**Date: 03/04/2025**