

Management (Quality)

AmcoGiffen (Amalgamated Construction Ltd and Giffen Group Ltd) is a construction and engineering contractor providing a range of specialist engineering services to UK rail, energy, environment and essential infrastructure sectors. By adopting best practice our aim is to create a working environment which allows us all to succeed, whether as a customer, delivery partner, employee or Stakeholder.

Our Management Policy is to:

- Provide a safe, healthy and environmentally conscious place of work;
- Provide employees with the appropriate training, development and resources to allow them to take ownership of their role so that they may deliver the level of service required to both internal and external customers;
- Positively develop mutual relationships with our customers and delivery partners in order that we may fully understand and meet their requirements for the benefit of all parties;
- Identify, evaluate and effectively manage risk and exploit opportunities within our business;
- Monitor and measure our performance so that we can continually improve the product or level of service we provide to our customers and suppliers;
- Comply with legal and other compliance obligations, including Client Standards and Sector Schemes, such as National Highway Sector Scheme 20 (NHSS-20), Steel Construction Certification Scheme (SCCS), Verify and RISQS, which affect the operation of our business;
- Establish appropriate objectives which shall be regularly reviewed and measured in order to demonstrate the implementation and success of this Policy and to demonstrate continuous improvement;
- Comply with the requirements of our ISO 9001 certified integrated Business Management System and take steps to continually improve its effectiveness in support of this Policy.

This Policy and supporting objectives will be reviewed annually by the Company Directors for continued suitability.

The Directors will ensure that this Policy is communicated and understood at all levels within the organisation and made available to interested parties.

The Directors believe that this Policy will provide a firm foundation for the delivery of a quality service, customer satisfaction, sustained growth and business success.



John Booth

Managing Director