

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 to ultimately provide positive outcomes for our communities. Improving Quality performance is an essential element within the Company's overall Business Plan and SHEQ Strategy. Our SPIRIT values and behaviours include commitments to Professionalism, Innovation and Integrity which are central to Quality performance.

Our Quality Policy is to:

- Establish the context of the business to ensure that our systems and service meet the needs and expectations of interested parties
- 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;
- Positively develop mutual relationships with our customers and delivery partners to establish and maintain the highest quality standards;
- Identify, evaluate and effectively manage risk and exploit opportunities within our business;
- 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;
- 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;
- 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), UVDB Verify and RISQS, which affect the operation of 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;
- Share learning across our business to improve performance and adopt best practice.

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