

QUALITY POLICY

Burrows Contractors Ltd is a family owned sports pitch construction contractor. Our activities include the construction and drainage of grass pitches, cricket fields, golf courses and equestrian facilities. In addition, the company owns, maintains and operates a comprehensive, modern fleet of plant and equipment, undertaking a diverse range of operations, including earthmoving and landscaping works.

It is this unique level of experience, non-confrontational approach and reliability that ensures that we meet all the new, environmental and social challenges required of the construction industry

Our aim is construction excellence through innovation combined with a proactive approach and understanding of our client's needs and expectations.

The purpose of our Quality Policy is to maintain an effective management system (QMS) that meets client requirements and achieves high levels of client satisfaction by:

- Managing and delivering projects that are defect free, on time and to budget
- Directors maintaining personal contact with the client and being actively involved in the project
- Developing relationships and partnering agreements with clients and suppliers
- Promoting the use of local labour and suppliers
- Continually monitoring and analysing performance to identify process improvements
- Being committed to the competence, development, professionalism and health and safety of our employees
- Listening to our staff, recognising their achievements, giving praise and maximising their potential
- A commitment to continually improving the effectiveness of the QMS
- Learning from experience, correcting mistakes and preventing future problems and complaints

Burrows Contractors Ltd recognises the benefits to be gained by following the philosophy behind Quality Management Systems, such as that defined in EN ISO 9001:2015. It is the ultimate goal of the company to attain this accreditation.

The Directors are responsible for establishing and implementing adequate quality arrangements within. All staff are expected to adhere to the above policy. The quality policy is supported by Health & Safety, Environmental and Equality and Diversity Policies.

Signed: Catherine Burrows



Director

Burrows Contractors Ltd

18/05/2021

Review Date May 2022