

QUALITY POLICY STATEMENT

Pioneer Design and Build Limited is committed to the provision of a total, quality assured service in meeting statutory requirements, legal requirements and the customers specified and anticipated needs in an organised and professional manner.

Demonstrating a strong track record of the continuous improvement of our performance is a key differentiator and critical to the success of our business.

We shall maintain our Quality Management System based on ISO9001:2015 standard which operates in all areas of the company through our Quality Management System.

It is the policy of Pioneer Design and Build Limited:

- i) To aim to meet and exceed customer requirements and satisfaction through the provision of a high quality, value focused and sustainable service. We process this through business processes that maximise communication and a formal programme for measuring customer satisfaction.
- ii) To set objectives and targets and allocate those to nominated managers within the business. Targets will be reviewed regularly and communicated to our employees.
- iii) To recruit and develop a high calibre of staff and create an environment where each employee can contribute to all aspects of our business process.
- iv) To provide the training and support necessary to enable each employee to fulfil their role in the delivery of the policy.
- v) To communicate to our employees the importance of our policy and our systems and employ only those working practices which will ensure that the specified requirements will be achieved.
- vi) To encourage mutually beneficial relationships with our supply chain developed through a proactive and structured approach, identifying and achieving extra opportunities in products, services, markets, financial performance where possible.
- vii) To strive to achieve excellence in our procurement of goods and serviced with a common vision in the areas of quality.
- viii) To monitor and measure the performance of our Quality Management System and provide reports and key performance data to the business.

This policy shall be subject to periodic review to ensure ongoing suitability and alignment to our overall business strategy.

This policy is fully endorsed by the Directors' and is publicly available.