



QUALITY POLICY STATEMENT

1. General statement

General & Technical Flooring Services Ltd is a professional and quality conscious organisation which acknowledges the impact that our operations may potentially have on our employees and interested parties. We aim to be a leading supplier and installer of building services.

We assess on an ongoing basis and achieve continual improvement in how the services we provide meet the expectations from our customers, and how well our own internal processes are operating. The information from these assessments, audits and reviews will be used to seek new ways of improving our service to customers and our processes for service delivery.

Through continual improvement we seek to make positive environmental impacts in the works we undertake for the benefit of our clients and the wider community.

2. Aims and objectives

The organisation fully commits to:

- Implement and maintain ensuring the continually develop & improve the effectiveness of the Quality Management System that is in compliance with BS EN ISO 9001:2015.
- The enhancement of customer satisfaction
- Determine 'Interested Parties' at all levels that are effected by the Organisation's operation and understand and meet their needs & expectations.
- Determine the needs & expectations of Interested Parties that will become part of the Organisations Compliance Obligations' and fulfil the aim of achieving customer satisfaction.
- Implement and maintain a Risk Register for the organisation which is reviewed annually or any significant event which requires it to be reviewed.
- Communicate throughout the Organisation the importance of meeting customer needs & expectations and all relevant statutory, regulatory & compliance obligation requirements.
- Establish the Quality Policy and its objectives.
- Ensure that the Management Reviews set and review the quality objectives, and reports on the Internal Audit results as a means of monitoring and measuring the process and continuing effectiveness of the Quality Management System within the Integrated Management System.
- Ensure the availability or resources so that inputs meet the intended outputs.
- Determine all relevant statutory, regulatory & compliance obligations and ensure operations are completed in accordance with them.
- Ensure effective and expedient incident control, investigation and reporting.

The structure of the QMS is defined in the Quality Manual, Directors, management and supervisory staff have responsibilities for the implementation of the quality manual and must ensure that QMS issues are given adequate consideration in the planning and day-to-day supervision of all work. All employees and subcontractors are expected to co-operate and assist in the implementation of this policy, whilst ensuring that their own work, so far as reasonably practicable, is carried out without risk to themselves or others. This includes co-operating with management on any QMS related matter. The QMS will be reviewed annually or any significant event which requires it to be reviewed.

SIGNED

J.MORRISON (MD) 01/11/2022

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| July 2020 | A | New background | John Morrison | John Morrison |
| November 2020 | B | Updated Content | John Dunn | John Morrison |
| November 2021 | C | Small wording change | John Morrison | John Morrison |
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