

QUALITY POLICY June 2009

Fieldcrown Group Of Companies has developed a Quality Management System based on the recognised national standard, Investors In People, setting a high level of practice for the training and development of people to achieve our business goals. The Company places high emphasis on continuous improvement in performance and competitiveness with a planned approach to setting and communicating our business objectives & developing people to meet them.

Fieldcrown Group adopts the principles of our Contract Managers and Site Management Procedures and builds a culture of continuous improvement within the organisation with the aim of providing a quality, cost effective and reliable service to our Clients. This includes:

- Holding Site Pre-Start meetings with all relevant attendees
- Selecting and nominating appropriate Site Management
- Set-up and maintain correct site image from establishment to Operatives
- Liase with Health & Safety Department to ensure requirements are anticipated and proactively adhered to
- Ensure weekly site documents are completed and returned weekly
- Selecting appropriate/best performing plant and material suppliers
- Attend Site Meetings
- Ensure Quality systems are set up and fully adhered to
- Monitor and maintain program
- Monitor and check revised drawings and identify changes with a variation order
- Control and monitor Operative One To One's, disciplinary actions where necessary and incentives
- Produce and end of contract Appraisal of rating performance and contract debrief
- Produce and analyse Supplier Evaluation for each project
- Produce and analyse Client Feedback Questionnaire

As part of an ongoing process to achieve these aspirations we have set objectives for quality including:

1. Increasing the level of customer satisfaction
2. Increasing the level of service from our Suppliers
3. Training and developing all trades and occupations within the Group
4. Reducing the number of accidents on site and increasing the level of HSE awareness

Specific objectives and targets are established and reviewed at the regular Management Review Meetings.

This Quality Policy is a live document and is reviewed at regular Management Review Meetings.



Rene Hawkins, Managing Director



Mike Worrell, Managing Director



Iain Hutchinson, Managing Director

