



## QUALITY POLICY

MBD Contracting is committed to ensuring that its processes, products and services fully meet the requirements of its customers at all times.

The primary goal of MBD Contracting is to achieve the highest standards in all business practices and operations without compromise. Our objectives are to continually improve our company's performance, adhere to all statutory and regulatory requirements, whilst offering our customers a safe, cost effective, professional service, ensuring MBD Contracting achieves a high level of customer satisfaction at all times.

To maintain quality performance at the highest level, the following aims are pursued:

- To fulfil or exceed customer needs and expectations by delivering a quality product in a consistent and timely manner
- To cultivate and maintain the commitment of continual improvement and communicate our goals and objectives to every worker
- To promote a working environment where training and equipment are provided for all work to proceed in a safe and efficient manner
- To maintain a system of policies and procedures, which are periodically reviewed to ensure that any changes improve the effectiveness and efficiency of work performed on our job site
- MBD Contracting will regularly review its services to identify areas where improvements can be made to ensure tasks are completed in the most cost effective and timely manner for the benefit of our customers
- We shall ensure that all our workers understand and fully implement our company's policies and objectives and are able to perform their duties effectively through ongoing training and development

A handwritten signature in blue ink, appearing to read 'Darren Richardson'.

Darren Richardson  
Director

A handwritten signature in blue ink, appearing to read 'Ben Haddock'.

Ben Haddock  
Director