



Quality Policy

Fair Deal is committed to the provision of quality services that fully conform to the requirements of our customers. By consistently providing services that meet or exceed customer expectations we will promote customer satisfaction and in turn achieve business success. This is achieved through the consistent application of a quality system, the main objectives of which are to:

- Get things right first time, every time;
- continually improve the quality of our services;
- maintain good working relationships with customers and suppliers;
- maintain employees' understanding regarding the quality system;
- promote an environment of continual improvement in all aspects of the Company's operations.

This requires the adoption of procedures throughout the Company that are focused on meeting each department's customer requirements. This is achieved by:

- Identifying and understanding customer requirements and ensuring that all employees are aware of their importance for the Company's success;
- setting and reviewing management objectives that provide a focus for performance improvements and improved customer satisfaction;
- fostering a culture which encourages the early identification of problems and the adoption of effective and efficient corrective and preventive actions;
- providing adequate financial and physical resources to support the full implementation of the policy;
- providing training and education to all our employees to ensure they understand and are competent to carry out their role and to improve their performance;

- communicating openly with employees, subcontractors and clients on quality issues, encouraging them to participate in and contribute to performance improvements;
- planning and executing work to meet the customer's requirements in the most cost effective and efficient way; and
- reviewing and revising the policy and procedures at least annually.

Management are responsible for developing, monitoring and implementing procedures in their area of responsibility and for ensuring that this policy is understood and implemented throughout the Company. Every employee has responsibility for the quality of their own work and for contributing to improvements in our services and management processes.

This policy will be displayed prominently throughout the Company and will be available externally to all interested parties on request. It will be kept up to date and will be amended to suit any changes in the size or nature of the Company's activities. Fair Deal shall review and update their Quality Policy and related documents in accordance with any technological innovations and market changes.

Anne Marie Borthwick
Quality and Development Manager

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