

Rolton Group Limited '**The Company**' comprises professional designers, senior managers and support colleagues dedicated to providing the highest professional level of service to our clients.

Our colleagues are well qualified and corporately share wide experience across the construction industry.

We maintain an emphasis on personal responsibility, offering a direct line of communication between our clients and ourselves through one person. This ensures a positive and cohesive working relationship, together with a team approach to problem solving and project management. The Company works through an established Integrated Management System (IMS) that addresses quality and environment which is registered and maintained to ISO standards.

The Company is committed to continual improvement in its products and systems to meet and exceed the ever-changing expectations of our customers and will actively seek opportunities for improvement in all areas of its activities.

The objectives of the Company are to provide its high standard professional services consistently with "deliverables", the Executive Directors determine detailed objectives based on the principals outlined below:

- Cost effective in application and operation.
- Advised and designed with regard to health and safety during construction and thereafter.
- Compliant with the requirements as may be specified and agreed with or recognised as expected by our Clients.
- Repeat Business.
- Continual review to identify areas or items requiring improvement.

To assist these objectives an effective and practical Quality Management System is implemented and maintained in conjunction with other management functions.

Through the operation of this system, which shall comply with ISO 9001¹ standards the Company aims to ensure that its policies are implemented and to allow them to be further developed as necessary within the framework of the system.

This policy will be reviewed annually and brought to the notice of all employees.



Craig Smith | Managing Director (MD)
Date: 18 July 2023

¹ ISO 9001 Quality Management (QMS).