

Introduction

21Construction (21) operates as a main contractor for interior Fit out projects and building refurbishment. 21 is focused on the principles of delivering high quality construction, using technical excellence, skill and drive.

21 remains dedicated to maintaining a comprehensive, integrated business management system that is based upon the BS EN ISO 9001:2015 quality management system model.

Top management is committed to:

- Develop and improve the company's quality standards via the delivery of all projects to meet or exceed both our customers' expectations and 21Complete standards
- Continually improve the effectiveness of the company quality procedures
- The enhancement of client and key influencers' satisfaction

Our business management system has been developed to include a series of measurable performance targets that support the company's core business and quality objectives to provide the means to improve overall operational performance.

It is our policy to provide a customer focused and professional solution based on the following precepts:

- We combine our construction 'know-how' with the latest approach in the market
- We understand the detail of a project right from the beginning and unlock and address any potential issues upfront to avoid delays and extra costs
- We help professional teams optimise the delivery of the project.

To effectively achieve the commitment contained within this policy, 21 is:

- Providing clear focus on priorities through the establishment of business and quality objectives.
- Making available the necessary resources for the effective functioning of the integrated management system and the achievement of its quality objectives, including finance, personnel, premises, staff facilities and equipment.
- Ensuring that our clients and key influencers' requirements are understood in order to provide effective and reliable service and the delivery of projects on time.
- Ensuring that all complaints and non- conformances are investigated by senior management to ascertain the source and measures needed to prevent recurrence.
- Developing strong partnership with our stakeholders.
- Measuring our company quality performance to identify areas of improvement.
- Communicating the policy and key objectives to all employees.
- Providing the necessary training and skills to employees.
- Ensuring compliance with all applicable regulations, standards and service requirements.
- Obtaining continuous feedback and liaising with our clients, key influencers, employees and stakeholders to identify areas of continuous improvement

21 is committed to communicating, engaging and consulting with our employees and making sure that everybody is aware of their individual responsibilities and commitments so to achieve their key objectives and policies.

Signed for and on behalf of 21:



Keith Ashcroft
Director



Paul Gaughan
Director

Reviewed: 21st February 2020 – changes and inclusions made to reflect key requirements as outlined within the BS EN ISO 9001: 2015 British Standard)