

John Hellens (Contracts) Limited (the 'Organisation') aims to provide defect free goods and services to its customers on time and within budget.

The Organisation operates a Quality Management System that has gained BS EN ISO 9001 : 2000 certification, including aspects specific to the Civil Engineering and Environmental Contracting industry.

The Company regards quality standards as an integral part of the business and acknowledges that high standards of quality will contribute to the overall performance of the Company.

The management is committed to:

- Developing and improving the Quality Management System
- Continually improving the effectiveness of the Quality Management System
- The enhancement of customer satisfaction
- Quality objectives and targets, which will be set and reviewed on an annual basis
- A review of the Quality Management System on an annual basis.

The management has a continuing commitment to:

- Ensure that customer needs and expectations are determined and fulfilled with the aim of achieving customer satisfaction
- Communicate throughout the Organisation the importance of meeting customer needs and legal requirements
- Establish the Quality Policy and its objectives
- Conduct Management Reviews of the effectiveness of the implementation of the Quality Management System
- Ensure the availability of resources.

The structure of the Quality Management System is defined in the Quality Manual.

All personnel understand the requirements of this Quality Policy and abide with the contents of the Quality Manual.

In addition to all English and EU commercial legislation and regulations, the Organisation complies with all legislation and regulations specifically related to its business activities.

The Organisation constantly monitors its quality performance and implements improvements when appropriate.

This Quality Policy is regularly reviewed in order to ensure its continuing suitability.



Gavin Cordwell-Smith
Managing Director
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