

QUALITY POLICY STATEMENT

Purpose of the quality policy statement

The Quality Policy of the Company sets out to demonstrate the Company's professionalism to provide services efficiently, on time and to our client's total satisfaction.

What We Do

Established in 1989, Haleys Ltd has provided, amongst other things, Specialist Quantity Surveying, M&E Design, Project Management, Cost Modelling, FM, Building Surveying and Legal Support Services to the construction industry for some 23 years.

In order to better meet the ongoing needs of their Clients in an increasingly competitive marketplace, and to better define the services offered, it was decided to restructure Haleys Ltd into four separate highly specialised companies from 1st June 2012.

The main purpose of this change in structure was to allow each separate management team to concentrate on their particular expertise and so develop each business to best meet its Clients' requirements. As a consequence of this de-merger HCQS was formed to provide Building Services Quantity Surveying, Legal Support Services and Building and Construction Quantity Surveying for the construction industry.

In March 2020, the business carried out a management buy-out with Jamie Brown becoming Managing Director and Rob Mayer, Director.

Our UK head office is in London; we have regional offices in Croydon, Nottingham, Birmingham - we employ in approximately 50 people. Details of our office can be found on the website - www.HCQS.com

Scope

This policy applies to all employees, subsidiaries, consultants and associates. An associate includes any person working as a subcontractor; as a joint venture partner or agent.

Where a section of the policy applies only to persons who are not employees, this group will be identified using the term "third party suppliers. "

This policy does not form part of your contract and is therefore non-contractual except where it is expressly stated or where statute is in place to imply otherwise.

Quality Policy Statement intention

Our intention in articulating our Quality Policy Statement is to ensure that our clients perceive us as being the best in our field and this policy shows how we will plan, implement, control, monitor, achieve and improve these standards by:

- providing commitment and leadership from the Directors and Line Managers
- identifying risks and opportunities to the quality system
- undertaking regular management reviews
- creating a culture of continual improvement
- specifying the standard of workmanship required
- ensuring that all employees are provided with adequate training, information and instruction to competently carry out their work activities to the required standard
- ensuring that all third party suppliers are competent to carry out their work activities to the required standard
- continual monitoring of the management system.
- continual monitoring of services undertaken
- meeting the ISO 9001:2015 standards
- measuring client satisfaction
- meeting all legal and Health & Safety requirements
- To support this Quality Objectives are to be set on an annual basis within the annual business plan meeting, with supporting objectives set at process level.

Quality Policy Statement – expectation on employees

You need to ensure you are fully aware of our commitment to quality. You are responsible for the standard of your workmanship which is checked against our client's specification.

The Company require your full co-operation and support in adopting our commitment to the Company's quality, safety, health and environmental standards and procedures.

This policy statement and the quality management system will be under constant review and changes will be made as required, in a controlled manner.

Signed: *Rob Mayer*

Name: Rob Mayer

Position: Director

Date: 10 January 2024