

Van Elle continue to commit to achieving the highest standards with regards to quality in all aspects of its activities. As the UK's largest Geotechnical, Piling and Foundation Engineering Contractors, it is our intention to be at the forefront of our industry, sustaining long term profitable growth by providing quality products and services to our customers supported by an exceptional level of customer focus.

The Management Team will demonstrate leadership and commitment in fulfilling their responsibilities for ensuring the requirements of the integrated management system are established, implemented and maintained throughout the activities for which they are responsible. They will provide a clear vision of the business' strategy and values, and ensure that these, together with the objectives, are communicated to all employees.

Van Elle undertake to ensure that quality is the aim of all members of the organisation through appropriate communication, instruction, practical example, engagement, training and supervision. It is essential that each employee has a clear understanding of the importance of quality, as part of the Integrated Management System, and its direct relevance to the success of the company.

We will continue to adopt the highest standards in all areas of operation by ensuring that,

- we comply with all group, regulatory requirements, and any other standard to which the company subscribes
- we develop and maintain robust quality plans for all products and services
- we provide effective resources and arrangements to deliver customer requirements
- we minimise unnecessary waste from our processes
- quality and workmanship related issues are investigated, communicated and closed out on time.
- Project reviews are carried out to identify, not only areas for improvement, but also what worked well.
- Customer feedback / satisfaction is reviewed and acted upon.
- Documented information necessary for the effectiveness of the management system and assurance of our services are maintained and adequately protected from loss of confidentiality, improper use, or loss of integrity
- of the quality management system. is completed and retained
- We maintain clear indicators to measure performance
- We maintain a programme of internal audit to ensure compliance with our processes

Every manager is responsible for ensuring that employees under their direction have the necessary competences to perform their tasks effectively and confidently thereby ensuring maximum participation and job satisfaction, and will request additional training, assistance or guidance is provided as required.

The organisation will ensure that the products or services of external providers', that we employ for a particular function, will meet the industry specified requirements and accept the responsibility for their work and for all items they bring to site.

Van Elle has a policy of continual improvement and setting of Quality objectives in line with the framework of the ISO 9001:2015 standard. These objectives, determined by top management and cascaded through the business, address the organisational risks and opportunities.

The Chief Executive Officer is ultimately responsibility for ensuring that the Integrated Management System, the policies, procedures and systems in use by Van Elle meet the requirements of ISO 9001 : 2015. They direct the senior management to monitor, measure, evaluate and continually improve the IMS and report on its ongoing applicability and effectiveness.



Signed

Mark Cutler - Chief Executive Officer

Date

08.09.2020

Review Date

08.09.2021