

Quality Policy

Havelock are committed to achieving the highest possible degree of customer satisfaction. We will do this by providing products and services which consistently exceed client expectations for design, quality, delivery and overall product support.

Havelock will::

- Engage with clients to understand and implement their evolving needs and expectations.
- Maintain a strong customer focus and exhibit pride in our products and services.
- Maintain a quality management system which satisfies the requirements of BS EN ISO 9001, assessed and registered through an authorized authority and provide all resources necessary to ensure the effective implementation of our quality management system.
- Train staff in the quality management system and communicate client needs and expectations at all levels of the organization.
- Create a culture of commitment to quality amongst our staff, suppliers, sub-contractors and consultants.
- Establish quality objectives and targets to measure the effectiveness of the management system.
- Monitor, review and continuously improve the effectiveness of the management system.

This policy, and our performance against targets set, will be reviewed annually.

It is the responsibility of the Directors and Managers to ensure that this policy is effectively implemented and communicated to all staff, subcontractors and suppliers.

George McAdam
Chief Executive Officer



2 April 2019