

HEADCROWN GROUP PLC
QUALITY POLICY

Headcrown Group plc (“the Group”), through its operating subsidiaries, aims to provide defect free products and services to its customers on time and within budget.

The Group operates accredited Quality Management Systems, including aspects specific to the design and construction of commercial and residential properties for the private and public sectors.

The Group Board and the management of operating subsidiaries are committed to:

- Develop, improve and align the Quality Management Systems across the Group;
- Continually improve the effectiveness of the Quality Management Systems;
- Ensure that customer needs and expectations are understood and fulfilled with the aim of achieving and exceeding customer satisfaction targets;
- Communicate throughout the Organisation the importance of meeting customer needs and all relevant statutory and regulatory requirements;
- Establish the Quality Policy and its objectives;
- Ensure that the Management Reviews set and review the quality objectives, and reports on the Internal Audit results as a means of monitoring and measuring the processes and the effectiveness of the Quality Management System;
- Ensure the availability of adequate resources to deliver this policy; and
- Ensure that we meet the expectations of our clients and the end users of our products and services.

The structure of the Quality Management System is defined in the Quality Manuals of each operating company. All personnel understand the requirements of this Quality Policy and abide with the contents of the Quality Manual.

The Organisation complies with all relevant statutory and regulatory requirements. 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. Copies of the Quality Policy are made available to all members of staff.

CARL BRIAN
CHAIRMAN, HEADCROWN GROUP PLC
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