

# OWEN PUGH

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## Quality Policy Statement

The Owen Pugh Group specialise in construction plant & truck hire, earth moving & demolition contracting, landfill, quarrying, recycling, civil engineering and plant training services.

We are committed to ensuring that both the goods and services we provide will fully meet the requirements of our customers at all times.

To this end, Owen Pugh will:

- Implement and maintain an ISO 9001 certified Quality Management System,
- Communicate the principles & objectives of this policy throughout the workforce,
- Provide practical assistance and training to ensure that the relevant knowledge and experience are acquired for the successful implementation of this policy,
- Continually monitor & review our policies & operations through internal & external auditing with the aim of improving ongoing effectiveness,
- Aim to maintain quality by preventing problems, rather than by detecting and correcting them after they occur,
- Consult with customers and other stakeholders regularly to ensure targets are achieved & job progress is maintained,
- Provide innovative solutions, invest in new technology and adapt our services to meet our customers' current and future requirements.

The Quality System, procedures and resources are described in the Quality Manual.

The Chairman & Managing Director will review this policy at least annually.

**John R. Dickson**  
Group Chairman

**Grahame White**  
Group Managing Director

**Date:** 22.02.10