

## Company Policy Statement for Quality.

**Pitkin & Ruddock are totally committed to quality.**

Quality shall rank alongside safety, schedule and cost as the primary objectives of our business.

Our business is built upon reputation and in most cases repeat business, therefore we aim to meet, and endeavour to exceed all of our customers expectations in terms of delivery, standard and value. This should provide stability and sustainability within our organisation.

It is the goal for all our individual employees, in every job function to perform their job in accordance with requirements and be personally responsible for the concept of doing their job right the first time - every time.

To these ends we will:

- Provide our customers with value based, technically advanced engineering solutions to enhance their businesses.
- Provide our customers with the correct advice, information and support relating to our industry sector activities in a constantly changing business environment.
- Encourage customers to adopt a proactive approach to a sustainable environment.
- Work with our direct suppliers, and other organisations to continually improve the products, performance levels and value we bring to our customers.
- Actively encourage everyone in the organisation to be part of our ongoing programme of continuous improvement in both business and engineering practices.
- Encourage and highlight individual and team skill development.
- Work to achieve high standards of health, safety and environmental awareness for our employees and business partners.
- Encourage innovation and creativity to enable individuals to challenge and improve traditional working methods.
- Create an environment in which individuals at all levels are empowered to contribute to the success of the company.
- Work with and support our customers and business partners to ensure their requirements for standards and quality are met.
- Work with our trade association (BESA) to promote and develop the highest standards of good practice in our industry sector.

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