

Quality Policy Statement

MIDA Civil Engineering Ltd recognises the importance of quality management, and we therefore ensure it is an integral part of the business management function.

MIDA Civil Engineering Ltd places particular emphasis on obtaining customer satisfaction by:

- Responding promptly and accurately to customers' enquiries and contacts;
- A constant pursuit of quality, value, and reliability in the services that we supply to our customers;
- Ensuring that our management and staff are fully trained to meet the requirements of the organisation and our customers;
- Constantly striving to meet, and where possible exceed, our customers' expectations;
- Working closely with our customers to establish the highest quality standards;
- Adopting a forward-looking view on future business decisions which may have an impact on quality; and
- Training all employees in the needs and responsibilities of quality management.

Our *Quality Policy* calls for continuous improvement in quality management activities, and that business operations are conducted according to the following principals:

- Complying with all applicable laws and regulations;
- Following a concept of continuous improvement and making best use of management resources in all quality matters;
- Communicating quality objectives and performance against these objectives throughout the organisation and to interested parties where relevant;
- Taking due care to ensure that activities are safe for employees, subcontractors and others who may be affected by our work; and
- Providing complete customer satisfaction by delivering the highest quality products and services, on time, the first time, at a competitive price.

The ability to meet these objectives is measured through the internal auditing process that evaluates the effectiveness and efficiency of the organisation, as well as through processes for continual improvement, and for the detection and prevention of nonconformances. Customer satisfaction is monitored and used as a basis for continual improvement.

As part of our *Business Management System (BMS)*, we consider and ensure we can meet the needs and expectations of our interested parties as detailed within *Section. 4.3* of our *BMS manual*.

The quality management system is externally audited to the *ISO 9001: 2015* standard by our appointed *UKAS Awarding Body*.

Signed:



Date: 5th March 2024

James Brown

Operations Director