

Quality Policy

SB Construction has a culture of promoting continuous improvement throughout our business, which contributes to the SB Construction culture of always striving for the highest quality across all our projects.

SB Construction operates a Quality Management System which is structured to ISO 9001:2015 (Quality Management Systems).

All SB Construction staff are encouraged to adopt an ethos of taking pride in their work and communicating this to all sub-contractors who undertake work on our behalf. This helps to drive efficiency within the business through planning, co-ordination and monitoring of performance by setting quality objectives and improvement programmes within the company.

These objectives and improvement programmes are decided on and prioritised as a result of data analysis gathered by our online project management tool and from feedback received.

At SB Construction, we believe that delivering high quality projects is critical to the success of our business and base our approach on the following quality principles:

- **Client and Customer Focus.** SB Construction is dedicated to delivering construction projects to the highest of standards to clients and customers across the country.
- **Leadership.** SB Construction Senior Management are dedicated to maintaining compliance with all legal, statutory, regulatory and contractual requirements and providing a working environment suitable for all staff to contribute to achieving SB Construction's quality objectives.
- **Staff Engagement.** Our staff are seen as our most important resource. We aim to recruit and retain motivated and competent people who share our vision of delivering high quality services and workmanship across our entire portfolio. To this end, we will enable individuals to develop their skills and abilities as well as achieving success for the company.
- **Process Driven Approach.** Business activities and resources are managed in such a way that we are able to produce the correct product, with minimum wastage and maximum efficiency within the correct timescales. These processes are then incorporated into our quality procedure.
- **Continuous Improvement.** SB Construction are committed to ensuring a process of continuous improvement by consistently reviewing our quality objectives and processes and highlighting key areas where that improvement will be most effective.
- **Building Relationships.** SB Construction recognises that all stakeholders; clients, suppliers, sub-contractors, business partners and our own staff are all interdependent on one another to achieve quality success. We seek to develop professional, mutually beneficial relationships, to improve quality, reliability and efficiency across the business.
- **Qualitative & Quantitative Decision Making.** We will measure our quality performance through client key performance indicators, client feedback as well as feedback and key performance indicators from our own staff and collaborative business partners. We will collect and analyse the data and use it to pro-actively to improve our processes.

This policy will be periodically reviewed to ensure its relevance, suitability and alignment with SB Construction's business goals. The policy will be communicated to all SB Construction staff and made available to all interested parties. It is fully endorsed and supported by the Company's Directors and Management Team who take responsibility for the delivery of its aspirations.

Signed:	
Date:	02.07.26
For and on behalf of SB Construction (Design & Build) Ltd	
William Harvey – Operations Director	