

## Quality Policy Statement

Maldon Building Services Ltd is dedicated to ensure that all of its products and services fully meet the requirements of its customers at all times. The goal of the Organisation is to achieve the highest level of customer satisfaction.

Ian Freshwater has been appointed by the Organisation to have overall responsibility for all quality matters. The implementation of this policy and the associated procedures will be monitored and reviewed to ensure that progress is made against the quality objectives and targets on a regular basis to ensure that they remain current and applicable to the Organisation's activities.

Ian Freshwater and the Senior Management of the Organisation has following consultation with AM Specialists Group Ltd, ensured that this policy is appropriate to the nature and scale of the Organisation's activities.

The Organisation believes in the concept of the client and supplier working together in pursuing this policy and in continually striving for improvements in service quality.

This quality policy is based on 3 fundamental principles:

- Ensuring that the Organisation fully identify and conform to the needs of our customers.
- Looking at the service the Organisation provides, identifying the potential for errors and taking the necessary action to eliminate them.
- Ensuring everyone within the Organisation has an understanding of our client requirements and performs their job to the highest standard first time, every time.



The Organisation's objective is to achieve so far as is reasonable practicable, commitment to the highest level of quality:

- The appointment of Ian Freshwater to act as the organisations responsible person on quality issues.
- The appointment of AM Specialists Group Ltd to assist Ian Freshwater, by providing advice, assistance and guidance as required.
- The organisation will provide duties and responsibilities to cover all levels of management and ensure understanding and compliance of this policy.
- Ensuring the policy is communicated or displayed within all areas, including remote locations.
- Providing sufficient resources and allocation of funds to effectively implement this policy.
- Providing a meaningful response to client or supplier feedback, both negative or positive, in a timely way with reparation as necessary
- Having an active system of monitoring that plots trends and patterns as they emerge and communicates them to stakeholders
- Recording incidents in a systematic way with a commitment to continual improvement
- Regularly reviewing the Organisations performance, and setting objectives and targets aimed at improving the organisations quality performance throughout our supply chain.
- Seeking to continually improve company and management systems, operating practices and cultures in all areas that may lead to improved quality performance.

To ensure compliance with the Construction Products Regulations (CPR) and the safety and quality of all equipment and materials used, Maldon Building Services Ltd is committed to a robust process for vetting all our suppliers, both within and outside the EU. We will implement the following procedures to confirm that our suppliers adhere to these regulations:

- **Verification of UKCA Marking:** For all products placed on the market in Great Britain (England, Scotland, and Wales), we will rigorously check for the presence of the UKCA marking. This includes physical inspection of the product and its packaging, as well as verification through accompanying documentation.
- **Assessment of Declarations of Performance (DoP):** We will require and review the Declaration of Performance (DoP) from all suppliers for relevant construction products. The DoP provides essential information about the product's characteristics and its conformity with relevant standards.
- **Review of Technical Documentation:** As necessary, we will request and review additional technical documentation from suppliers to ensure that their products meet the required safety and quality standards, including information related to harmonised European standards (hENs) and relevant UK designated standards.
- **Supplier Audits and Due Diligence:** We will conduct periodic supplier audits or due diligence checks to assess their quality management systems and their adherence to CPR requirements, particularly concerning their internal Factory Production Control (FPC) processes.
- **EU and Northern Ireland Market Products:** For products placed on the EU or Northern Ireland market, we will verify the presence of the CE marking and ensure that accompanying documentation complies with EU regulations.
- **Use of Compliant Products Only:** Maldon Building Services Ltd is committed to using only products with the appropriate UKCA Marking (or CE Marking for EU/NI markets where applicable) and corresponding documentation, ensuring full compliance with current regulations.

To ensure that the policy is successfully implemented, Senior Management will be responsible for identifying customer requirements, communicating these requirements to the team and ensuring that the correct procedures are followed to meet those requirements.

Objectives needed to ensure that the requirements of this policy are met and that continual improvement is maintained in line with the spirit of the policy, will be set, determined and monitored at Management Review. The quality policy principles and objectives will be communicated and available to staff at all times. Training will be an integral part of the strategy to achieve the objectives. We will also ensure that the appropriate Quality performance is delivered by our supply chain.

Within this Policy we are committed to operating the Organisation under the disciplines and control of a Quality Management System, planned and developed jointly with our other management functions.

All staff are committed to consistently meeting this standard and maintaining the necessary Quality standards for our customers. We'll constantly review and improve our services, ensuring tasks are completed cost-effectively and promptly for all. Our personnel will understand and fully implement our policies and objectives, performing duties effectively through ongoing training and development.

**Signed on behalf of Maldon Building Services Ltd.**



Ian Freshwater  
Responsible person for Quality.  
01/03/2025

Review Date: 28/02/2026