

# The JPM Group

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## Quality Statement

The JPM Group promises you a quality service, to get it right first time, every time and strive to exceed customer expectations whenever possible.

Our Quality Policy is to develop, produce and deliver on time, the services that meet or exceed customer expectations. In order to do this, we have implemented quality systems and processes that are continually being improved to satisfy our customers' changing needs.

The JPM Group will ensure in providing and maintaining its service to its customers that:

- the quality policy is upheld and supported by management at all levels;
- staff responsibilities and duties are clearly identified;
- staff are appropriately trained to enable them to undertake their tasks and given appropriate authority within the scope of their responsibilities;
- sufficient resources are provided to facilitate the work;
- quality plans are applied in the management of all projects;
- all appropriate documentation is maintained, controlled and archived;
- periodic management/safety audits and reviews of staff and project work are undertaken to ensure that standards are maintained and opportunities for improvements sought;
- using first-class subcontractors capable of producing the level of quality demanded by our discerning clients;
- directly employing our own labour/operators and site management;
- our directors take a personal interest in all projects and are available to meet with our clients to ensure that they are satisfied with progress;
- meeting all necessary legal and regulatory requirements.

### Continuous Improvement

We recognise that we can always improve the value of our services to our customers. Therefore, we are continuously improving the quality of our operations through regular reviews and improvement initiatives.

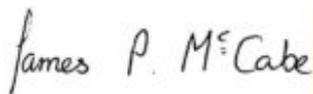
All work is conducted to a high professional standard with technical and commercial integrity.

The company is committed to effective Quality Management at every level within the business.

Ultimate responsibility within the company rests with the Board of Directors; the Quality Managers, as management representatives are responsible for all matters pertaining to the Quality System.

**Dated:** 01/02/2021

**Signed:**



Mr. James P McCabe Managing Director



The JPM Group is the trading name of JPM Contractors Ltd (Registered in England & Wales Number 03910982) and JPM Plant Hire Ltd (Registered in England & Wales Number 05981120))

