



SDC Builders Limited is a construction company operating from a head office in Bedford with a regional hub in Oxford. We undertake the design and construction of commercial, industrial and domestic buildings incorporating new work, repair and maintenance.

We, the Directors of SDC, are fully committed to the provision of a quality service in a manner that meets with the client's requirements.

SDC's success is based on the experience and commitment of its personnel. Continual development of our operations ensures that we combine the best in modern building techniques with traditional craft skills. Not only are we committed to producing a quality product, but also in providing our clients with quality throughout the construction phase along with an aftercare service.

Our approach is to listen, openly discuss the individual needs of each project with our client team, work closely and collaboratively throughout the project delivery to ensure their expectations are met.

Our philosophy is to achieve the highest quality of work possible whilst delivering to our clients' expectations.

We will ensure that:

- Client satisfaction is at the forefront of our planning.
- We gain a full understand our client's brief along with any specific requirements.
- Our Quality Management System meets the requirements of ISO 9001:2015.
- We effectively manage the design process along with all of those who provide such design.
- We maintain emphasis on detailing that allows good quality installations on site.
- All work carried out complies with the relevant specifications.
- We have the skills and resources to fulfil our client requirements.
- Our staff are fully trained and involved in quality improvement.
- We strive to continuously improve our systems and procedures.
- We provide a framework for the management of both targets and objectives.
- Any issues raised are dealt with efficiently and within an acceptable time period.

Everybody is made aware of this policy at their initial induction. All staff are informed when any changes are made by ongoing training, notification on the company intranet and by the display of the current policy in the workplace.

Non-employees are informed of this policy at their site induction, with the policy being displayed in the workplace. It is also available to the public and any other interested parties on our website.

## Organisation

SDC fully recognise the importance of achieving good standards of quality management and quality control. We are committed to achieving the highest standards of quality performance in all parts of our operations through the implementation of a quality management system accredited to the international standard ISO 9001:2015.

Duties are allocated as follows:

- Adam Knaggs, the Managing Director, has the overall responsibility for quality within the Company. The main responsibility is to ensure that the Company along with senior management properly address quality issues. All other members of the Board have collective responsibility to lead and oversee quality management within the Company. Cy Philp, BPS Director, has been appointed to champion product quality issues.
- Each member of the management team is responsible for ensuring that due consideration is given to the quality implications of any decision or proposal made in their respective area of responsibility. Furthermore, individual employees have been allocated specific roles to co-ordinate, direct and promote quality issues within the Company that are detailed in their Roles and Responsibilities as part of the Business Management System.
- The Business Systems Manager will ensure that the Business Management System complies with the requirements of ISO 9001:2015. Regular internal and external audits will be carried out to ensure compliance with this standard. The Business Systems Manager will also provide support to staff on the contents and compliance requirements of the Business Management System.
- The Business Protection Services (BPS) Department will provide guidance and support to all employees on the management of product quality with a designated Quality Manager
- Employees are required to bring any quality concerns to the attention of the Company. This is through either their line manager, the Business Systems Manager or the BPS Department.
- The BPS Department is responsible for carrying out regular performance monitoring along with audits to ensure that the quality objectives of this policy are met.

## Arrangements

The following arrangements are in place to address our responsibilities for quality:

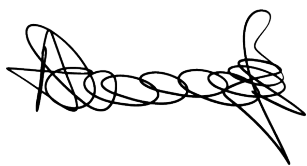
- The Company will monitor quality standards associated with its site-based activities and put in place such controls as may be necessary to avoid poor quality.
- Training needs will be identified and delivered where required.

Our Company is constantly striving to improve the quality of its operations and product.

We expect every employee to strive to achieve the highest standards of quality performance at all times and to comply fully with the provisions laid down in this Policy Statement. Where necessary we will give support to anybody who has difficulty in achieving the objectives of our policy.

This Policy Statement will be reviewed by the Main Board following any changes to the organisation, company processes, relevant standards or legislation.

Signed



**Adam Knaggs**  
Managing Director



**Francis Shiner**  
Chairman



**Gary Wykes**  
Director



**Andrew Mitchell**  
Finance Director



**Andrew Shiner**  
Director



**Carl Bennett**  
Director



**Dan Changer**  
Director



**Jonathan Richardson**  
Director

May 2024