

martin & hamilton is an award winning chartered building company based in Ballymena. The business operations at head office and the construction sites are conducted in accordance with ISO 9001, ISO 14001 & OHSAS 18001 standards.

martin & hamilton is committed to continually improving the quality of the products and service provided. As part of a continual improvement strategy, business and quality management objectives will be developed on an annual basis.

martin & hamilton will:

- Engage with clients to ensure practicable programmes are developed for all projects undertaken.
- Coordinate with all project team members to ensure high quality materials are used throughout the construction process.
- Work with supply chain members to communicate requirements and identify opportunities for improvement.
- Continually review and assess competencies of all company personnel and ensure effective training is delivered, where required.
- Get feedback from each client when a project is completed to help identify how to improve the business.
- Ensure all operations satisfy applicable requirements.
- Ensure continual improvement of the quality management system.

This policy will be implemented by:

- Ensuring all employees understand the importance of adhering to quality management procedures.
- Informing all supply chain members of the requirement to comply with this policy when providing products and services.
- Periodically reviewing quality management issues at the highest level within the company.
- Reviewing this policy and its effectiveness on an annual basis.

Signed,



David Hamilton, FCIQB, MIOB  
Managing Director  
11 September 2018

*This policy is available to the public. For further information please contact Head Office.  
Tel: 028 2565 3672 Web: [www.martinandhamilton.com](http://www.martinandhamilton.com)*