

# Quality Policy Policy Statement



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 & ISO 45001 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.

To facilitate this, martin and Hamilton top management is committed to:

- Engaging with clients to ensure practicable programmes are developed for all projects undertaken.
- Coordinating with all project team members to ensure high quality materials are used throughout the construction process.
- Working with supply chain members to communicate requirements and identify opportunities for improvement.
- Continually reviewing and assesses competencies of all company personnel and ensure effective training is delivered, where required.
- Getting feedback from each client when a project is completed to help identify how to improve the business.
- Ensuring all operations satisfy applicable requirements.
- Ensuring 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 A Hamilton  
Managing Director  
11<sup>th</sup> October 2021

*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)*