

Quality Policy

The Company undertakes the Management of Design and construction of projects throughout the Midlands, ranging from small works up to contracts valued at up to ten million pounds. In all of the areas in which it operates it is Fitzgerald Contractors policy to provide a quality service in all respects and to complete projects on time, within targets, in conformance with the requirements of the contract and to the complete satisfaction of the Client.

Client confidence and satisfaction is essential for the future growth and well being of the Company and the management places great importance on experience, training, competence, safety, reliability, quality and environmental matters. A primary objective is the prevention of non-conformities. To achieve these objectives it is the policy of the Company to exercise skill and care in every aspect of the business through the implementation of an effective Quality Management System consistent with the Specification, Drawings, Industry Standards or other criteria which determine the expected standard and to meet completion or partial completion dates, together with providing professional management services irrespective of the work or specification.

A Quality Management System is in use and the Company was assessed and registered as meeting the standards, in accordance with ISO 9001-2000. The Company's Quality Management System is considered to be the minimum standards to be achieved by the Company to ensure that the requirements of its Clients are adhered to in all respects.

This Policy has been approved by the Board of Directors and will guide our actions. It is the policy of the Company to apply this Quality Management System to all contracts. All procedures and principles detailed in the Quality Manual are fully mandatory such that Company employees permit no deviations or alternatives and will be put into practice by pursuing the following. We will:

- Meet all relevant legislation, regulations and industry codes of practice on quality issues
- Ensure that our staff has good understanding of the Quality Management System through training and inductions
- Ensure that our suppliers and subcontractors have copies of this Policy and make it available via our website, notice boards on site and upon request
- Set objectives and targets based on review findings, to enable proactive improvements
- Hold Management Reviews at least once a year
- Review this Policy at twelve-month intervals

Approved by Nick Coley, Managing Director
April 2009

