

Quality Policy Statement

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Company Overview

Heyrod Construction Limited undertakes building and civil engineering works across the United Kingdom, operating as both Principal Contractor and Specialist Contractor.

Our core expertise includes reinforced concrete structures, conventional concrete frame and slab construction, and specialist concrete works for prestigious buildings and infrastructure.

We also deliver drainage installation, bulk excavation, site preparation, bridge building, tunnelling, road construction, and concrete works for water and wastewater treatment facilities.

1. Commitment to Quality

Heyrod Construction Limited is committed to achieving the highest standards of quality in all aspects of its operations.

Our Integrated Management System (IMS) is compliant with ISO 9001:2015, and ensures compliance with customer, statutory, regulatory, and other applicable requirements, while enhancing customer satisfaction through the continual improvement of our processes, products, and services.

We recognise our responsibilities under all relevant UK legislation, including the Building Safety Act 2022, CDM Regulations 2015, and Construction Products Regulations, and are committed to maintaining full compliance with these and any future legal developments.

2. Leadership and Accountability

The Directors of Heyrod Construction Limited provide visible leadership and accountability for quality. They promote a culture in which quality, safety, sustainability, and customer satisfaction are fundamental business values.

Management ensures that appropriate resources, training, and leadership are provided to enable all employees to contribute effectively to the achievement of quality objectives.

3. Customer Focus

We actively engage with our clients to fully understand their requirements and expectations.

By listening, collaborating, and providing clear communication throughout every project, we aim to

deliver outcomes that meet or exceed our clients' needs — on time, on budget, and to specification. Project Quality Plans are developed for each contract, defining the controls, inspection regimes, and verification processes needed to deliver consistent quality results.

4. Risk and Opportunity Management

We identify and manage risks and opportunities that could affect project outcomes, customer satisfaction, or company performance.

Proactive management of risks allows us to prevent nonconformities, improve efficiency, and continually enhance our working methods.

5. Supply Chain and Collaboration

We recognise that the quality of our projects depends on the strength of our supply chain.

Approved suppliers and subcontractors are selected, evaluated, and monitored to ensure that materials, products, and services meet specification and support our commitment to quality, safety, and environmental performance.

We ensure compliance with UKCA/CE product marking and responsible sourcing standards, such as FSC for timber products, to promote sustainable construction practices.

6. Competence, Training and Awareness

Heyrod Construction Limited ensures that all personnel are competent to perform their roles and understand their responsibilities for delivering quality.

We invest in training and professional development to maintain high levels of technical expertise and to foster continuous improvement across the business.

Every employee is responsible for the quality of their own work and for upholding company standards in all site and office activities.

7. Digital and Information Management

We maintain accurate and secure project information to support the “golden thread” principles of the Building Safety Act and ensure effective traceability.

Digital systems and project management tools are used where appropriate to improve communication, monitor performance, and enhance quality outcomes.

8. Continuous Improvement

Continuous improvement is a core element of our management approach.

We monitor performance through internal audits, management reviews, client feedback, and performance indicators, identifying opportunities to innovate and improve.

Lessons learned are shared across the company to ensure continual development of our processes, equipment, and expertise.

9. Quality Objectives

Our quality objectives are to:

- Reduce waste, defects, adverse incidents, and customer complaints.
- Continually improve performance through systematic review and analysis of our management system.
- Evaluate and enhance the effectiveness of our Health, Safety, Environmental, and Quality systems.
- Ensure compliance with statutory and regulatory requirements.
- Promote sustainable construction and contribute to the UK's Net Zero 2050 goals.

These objectives are reviewed annually for continued suitability and alignment with strategic business goals.

10. Policy Communication and Review

This Quality Policy is communicated and made available to all employees and stakeholders. It is reviewed annually, or sooner if required by changes in legislation, standards, or organisational context, to ensure it remains suitable, effective, and aligned with Heyrod Construction Limited's commitment to continual improvement and customer satisfaction.

Approved by: Paul Gillespie

Date: 23rd October 2025

Next Review Date: 23rd October 2026

Signed: 