



# Quality management policy 2024

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Reviewer	Ru Katakia
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Tilbury Douglas is a leading UK building, infrastructure, engineering and fit-out business, delivering vital projects across a range of sectors including health, education, highways, justice, defence, aviation, water and environment.

We are committed to delivering superior construction services that consistently meet or exceed our clients' expectations and regulatory requirements. We are dedicated to the continuous improvement of our processes, employee competence, and stakeholder satisfaction to ensure the continual improvement of our quality management system.

## Our high-level quality objectives:

Derived from our Business Strategy and subsequent annual Business Plan, we will:

1. Ensure that all construction activities adhere to the highest industry standards and comply with ISO 9001:2015 requirements.
2. Continually monitor and evaluate the effectiveness of our Quality Management System (QMS) to identify areas for improvement.
3. Provide ongoing training and development opportunities for our employees to enhance their skills and knowledge.
4. Foster a culture of accountability and responsibility among our team members at all organisational levels.
5. Engage with our clients and stakeholders to understand their needs and expectations, and to ensure that our services align with their requirements.
6. Implement sustainable construction practices that minimise environmental impact and promote long-term sustainability without compromising on quality.

Specific objectives and KPIs will be cascaded to regional areas, with plans on how to achieve being established.

## Our commitment:

- We will establish and maintain a documented QMS that outlines our quality objectives, policies, and procedures enabling us to satisfy applicable requirements.
- We will periodically review and update our Quality Policy to reflect changes in the construction industry, client requirements, and regulatory standards.
- We will communicate our Quality Policy internally and as requested externally and, via our annual business plan, communicate our objectives to all employees, subcontractors, and stakeholders to ensure alignment and understanding.

By adhering to our quality policy, Tilbury Douglas strives to build trust, reliability, and excellence in every project we undertake.

## Your role:

To comply with the quality policy, ensure that you:

- Follow the requirements as detailed in the business management system
- Maintain documents and retain records as required by your processes
- Comply with all company policies and procedures



**Craig Tatton**  
Chief Executive Officer



**Nick Pollard**  
Chair



**Martyn Smith**  
Group Commercial Director



**Matthew Gill**  
Chief Financial Officer

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2.0		Roxann Dawson	22/03/2024	
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