

Quality Policy Statement

The Directors and Management of Hilife Construction Company Limited are committed to providing the highest quality product and service at all times. This is driven throughout the business in the message of '*Building Relationships, Creating Excellence*' and is supported by a progressive management structure that encourages a quality culture throughout the company.

We are therefore committed to achieving:

- Delivery on time and within budget, every time.
- An in depth understanding of a scheme from the outset to ensure we get it right, first time every time.
- Zero defects
- Exceeding Clients expectations
- Proactive after care services.

We achieve this through a documented Quality Management System covering all areas of our operation and a commitment to continuous improvement by the constant monitoring and review of Key Performance Indicators.

Key Performance Indicators provide us with a continuous measurement of our performance by way of a 360° review on a monthly basis to ensure we achieve quality in the following areas:

- Programme
- Product
- Our People
- Health & Safety
- Budget
- Communication
- Service Delivery

In addition we obtain customer satisfaction surveys mid and post contract where our customers can express their views on our performance in those areas listed above as well as 'softer' issues including responsiveness, empathy and teamwork.

Results are collated and provided in a statistical form allowing us to benchmark our performance and circulate results throughout the company. Areas for improvement are identified for action and similarly areas where we have excelled are also highlighted and discussed to maintain performance on future contracts.

It is our aim to ensure that the Quality Management System and practices help us to understand and improve our relationships with both our external and internal customers including site teams, supply chain members and local communities (residents and the general public).

This ethos is driven throughout the company from the Board of Directors down and is an essential factor of achieving ongoing customer satisfaction.

Signed:



David A Fowler

Managing Director

Wednesday, 25 January 2012