

QUALITY POLICY STATEMENT

P.A. Finlay and Company Limited (the 'Organisation') aims to provide defect-free goods and services to its clients on time and within budget. We collaborate with forward-thinking clients, to deliver assured, long term value in their built assets. Our key values can be summarised as follows:

Our clients are **forward-thinking** organisations that are looking to construct quality building developments and improvements through the application of progressive working methods with quality materials.

We invest in creating **collaborative** working relationships with our project teams and our clients by engaging with them openly through every aspect of a project, from the outset through to completion. We understand that strong relationships create successful projects which bring maximum benefit to all stakeholders in the process.

Our internal management systems and quality programme mean our clients can be **assured** that their built assets and their reputation are in safe hands throughout any project. Our office and site teams are courteous and professional with clients and with all stakeholders alike.

Our qualified and experienced teams will ensure all work is carried out to the highest standards to withstand the test of time and deliver **long-term value** from all our works.

Finlay's is a family company. Our family culture is reflected in all areas of our business, so we look at things differently to Corporate Enterprises, and this is the key to our longevity and our construction approach.

Our Quality Management System is compliant with ISO9001:2015, including aspects specific to building and decorating contractors, electrical and mechanical services.

The management is committed to:

- Developing and improving the Quality Management System;
- Continually improving the effectiveness of the Quality Management System;
- The enhancement of client satisfaction.

The management has a continuing commitment to:

- Ensure that client needs and expectations are determined and fulfilled to achieve client satisfaction;
- Communicate throughout the Organisation the importance of meeting client needs and legal and other compliance requirements;
- Satisfy the applicable requirements of the ISO9001 Standard;
- Monitor our performance and implement improvements when appropriate;
- Set and review quality objectives and monitor and measure our processes to ensure the ongoing effectiveness and continual improvement of the Quality Management System;
- Ensure the availability of resources to maintain high standards of customer satisfaction and the quality management system itself;
- Ensure that all personnel understand the requirements of this Quality Policy and the consequences of deviating from our agreed policy and procedures.

This Quality Policy Statement is communicated internally and to our interested parties as required. It is regularly reviewed to ensure its continuing suitability.

Signed:

Nick Athienitis
Managing Director

Dated: August, 2021

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