



Quality Assurance Policy Statement

The objectives which underpin the policy are:

- To develop a full understanding of the needs of our customers.
- To work in close co-operation with main contractors, customers and suppliers to provide the right quality work and service, first time.
- Actively to seek customer feedback and to use this as a format for continuous assessment and improvement.
- To develop the potential of our employees to ensure all members of staff are capable of undertaking work required in a safe and responsible manner, in accordance with the Company's Health and Safety and Environmental policies.

Achievement of these policy aims involves all staff, who are individually responsible for the quality of their work, resulting in a continually improving working environment for all.

The Roofline Group is fully committed to delivering the objectives of this quality policy statement within all its activities and works undertaken by the Company.

The Roofline Group has implemented a management structure that is based on the quality and commitment of its professional and experienced management and staff.

Our Operations Director has a specific responsibility for ensuring that the management structure reflects the quality standard, so that compliance with this Quality Policy is maintained and improved.

We are continually developing the Company's operation and upgrading of IT systems and invest to a high degree in staff training to professional level. Our approach is to listen to our main contractors and customers and to openly discuss the individual requirements of every contract, thus ensuring that our clients remain fully satisfied with our service delivery throughout the project process from initial enquiry through to project completion.

With each project we undertake, all Risk and Method Statements are compiled and discussed with our clients in accordance with our Health & Safety Policy. To this end, we endeavour to work as a committed team in a spirit of co-operation with the client and their customers.

The Roofline Group management and supervisory staff has the authority to make decisions, within the scope of their responsibilities, and is charged with working in accordance with the documented procedures.

The Roofline Group objectives are:

- To continue to meet in full the requirements of the client.
- To carry out all our activities within our environmental policy guidelines, thus helping to ensure a sustainable environment for the benefit of the community.
- To continually identify improvements to existing working practices.



Signed:

Dated: 17/12/18

Mark Jones F.I.o.R
Group Managing Director and CEO.

Version Number	Author	Date	Approver	Comments
1.0	Steve Marsh	06/03/13	M Jones	Document Control Introduction
1.1	Steve Marsh	12/09/13	M Jones	Revision to include letterhead change
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1.3	Sophie Williams	09/06/14	M Jones	Updated Logo
1.4	Sophie Williams	19/08/15	M Jones	Annual Update
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