

## Quality Policy Statement

Specialist Group Holdings Ltd incorporates Specialist Joinery Fittings Ltd, Specialist Joinery Overseas Ltd and Specialist Glass which trade under Specialist Group (SG) which is referred to throughout this policy statement.

The person with overall responsibility for the company Quality Policy is Ciaran O'Hagan, Managing Director.

Specialist Group (SG) puts a high level of importance on ensuring that the service provided consistently meets customer, contractual and regulatory requirements. To ensure this is achieved and customer satisfaction is enhanced SG reviews and measures performance regularly and is committed to continual improvement.

All the activities of SG are carried out in accordance with our business management systems which aim to meet the requirements of Quality standard ISO 9001:2015.

SG's success is based on:

- The quality and commitment of its experienced and professional management and joinery personnel
- Ongoing development of our process, operations
- Training all supported in an appropriate modern working environment to ensure that we combine the best in modern joinery techniques with the best in traditional craft skills.
- Not only is the company committed to producing a quality product, but also in providing our clients with a quality service throughout the process.

Specialist Group's approach is to listen to the individual requirements of every contract, whilst working closely and collaboratively throughout each project delivery to ensure all expectations are met.

The Senior Management Team is totally committed to this statement, which conforms to the requirements of BS EN 9001: 2015 and is understood and implemented by all employees and subcontractors.

This statement will be reviewed annually (or as and when required) by SG Senior Management Team. It is briefed and acknowledged by all employees on induction and following any policy changes. It is also available to suppliers, clients and the public on the Specialist Group website.

This policy is available to view on our website: [www.sjg.co.uk](http://www.sjg.co.uk)

Signed:- 

Date:- 01.06.2022

Mr Ciaran O'Hagan  
Managing Director

Specialist Group