

QUALITY POLICY

Chelmer Group Ltd is one of the UK's most highly respected flooring contractors with a portfolio of Blue Chip Clients.

It is the Policy and Objective of the Group to:

- Satisfy our customer's needs and expectations, taking into account legal and regulatory requirements, by delivering world-class service to an agreed specification, on time, every time without compromising quality cost and delivery.
- Operate, maintain and improve our documented Management System.
- Set and review our quality objectives to ensure continual improvement and where necessary improve procedures and processes in to ensure the best practices prevail.
- Continuously review our operating practices with the aim of further improving our services to our customers.
- Achieving and sustaining these objectives requires a systematic and disciplined approach by all employees and the management of The Chelmer Group will ensure that adequate resources are made available and all staff are suitably trained in order that they may carryout their tasks in a competent and efficient manner. The implementation of a documented Quality System that complies with BS EN ISO 9001:2008 provides a disciplined structure for the further development and improvement of company systems and services to meet our customers' future needs.
- Compliance with the Quality System is mandatory for all personnel. Its success will be achieved by the commitment, dedication and participation of everyone in the company. Each and every employee within the group has a commitment and responsibility to ensure there assigned tasks are performed to satisfy the requirements of the customer in compliance with ISO 9001:2008.

Operations Director
May 2010