Quality Policy

Applies to	All employees, workers, apprentices, contractors, interns, volunteers and job applicants
Policy owner	Managing Director
Version	2.0
Last reviewed	20/07/2026
Next review	20/07/2027

The Anstey Horne's aim is to ensure that the needs of our customers are clearly understood and met through close liaison at all stages of the work. Ultimate responsibility within the organisation rests with the Board of Directors who is responsible for all matters pertaining to the Quality System. The Anstey Horne's Quality Policy committed to continual improvement in its quality management activities, and this is facilitated by a range of objectives and key performance indicators (KPI's).

The Anstey Horne Board of Directors has assessed this Quality Policy and can confirm it meets the purpose and context of the company and supports its strategic direction.

Our business will be conducted according to the following principles:

We will:-

- Comply with all applicable statutory laws and regulations.
- Follow a concept of continuously improving the effectiveness of this quality management system and make best use of our management resources in all Quality matters.
- Communicate our Quality objectives and our performance against these objectives throughout the organisation and to interested parties.
- Take due care to ensure that activities are safe for employees, associates subcontractors and others who come into contact with our work.
- Work closely with our customers and suppliers to establish the highest Quality standards.
- Adopt a forward-looking view on future business decisions, which may have Quality impacts.
- Train our staff in the needs and responsibilities of Quality Management and is communicated / understood throughout our organisation.
- Provide all staff with resources to enable us to meet and exceed customer requirements.
- Conduct all work to a high professional standard with technical and commercial integrity.

To supply our customers with the products and services they require we have developed a Quality Management System that satisfies the requirements of ISO 9001:2015.

We recognise that we have five main stakeholders in our business, and apply the following principles:

Customers

- The need to maximise customer satisfaction and build long-term relationships.
- To only accept contracts for which we have the ability and expertise to satisfy.

Shareholders

- To operate in an ethical and efficient manner, providing sufficient return on investment.

Employees

- To provide a suitable and safe working environment, where all employees are considered to perform an important role and be a member of the team.
- Provide an environment where employees can maximise their potential and are encouraged to support and help others.

Suppliers

- To form long-term and mutually beneficial relationships with key suppliers.

Community

- To provide local employment opportunities.
- To minimise any adverse environmental impact.
- To add value through our charitable endeavors.

This policy will be reviewed for continuing suitability and effectiveness at management reviews and as required and appropriate. The Quality Management forms part of our Integrated Management System, which also conforms to ISO 14001:2015 (Environmental Management), ISO 45001:2018 (Health & Safety), as well as ISO 9001:2015.