



Quality Policy Statement

The scope of this Quality Management System (QMS) is to provide highways and utilities civil engineering projects including ducted network systems for telecommunications, data, high voltage cables, gas and general civil engineering solutions. Services include the design and planning of network routes, excavation, ducting installation, reinstatement and cable installation.

JSM Group is committed to excellence and continual improvement by providing the highest quality of service to its clients. All employees are integral in maintaining high quality standards and sustaining continual improvement. The company trains all employees of applicable standards and process associated with this policy to ensure the required practices are understood and implemented.

It is the policy of JSM Group to provide clients with a level of response, service and care that delivers complete satisfaction in all respects. Our Vision is to:

- Offer a range of services in the civil engineering life cycle, operating over a wide range of sectors and locations.
- Listen to what our clients' needs are and to deliver them on time and on budget
- Leverage our company's expertise to create the most effective solutions for the delivery of a sustainable project all the time.

JSM has established quality objectives at all relevant functions, levels and processes as needed for the Quality Management System. These quality objectives demonstrate leadership, enhance customer satisfaction and the engagement of people and are measured, updated and documented.

JSM has considered all the external and internal issues relevant to its purpose and strategic direction and how they affect its ability to achieve its quality objectives. JSM has also considered the needs and expectations of interested parties that are relevant to the Quality Management System. We monitor and review information about interested parties and their requirements, including Legal and statutory requirements. JSM is committed to the improvement of the quality of its activities products and services for all interested parties.

Interested parties for JSM include Shareholders, Employees, Customers, Subcontractors, Suppliers, professional organisations, Regulatory Bodies and Neighbours to JSM Premises.

This commitment to quality is based on the principle that the effective and consistent implementation of operational systems, which reflect both customer and business requirements, will result in the continuous satisfaction of the customers that we serve and the Principals that we represent.

This will be achieved by a continuous process of quality management and improvement, which includes

- A commitment to develop, monitor, continually improve and comply with the quality management system
- A commitment to comply with relevant statutory and regulatory standards and requirements
- A commitment to continually enhance customer satisfaction
- A commitment to build and continuously improve our competitive advantage.
- A commitment to listen to and respond to all interested parties' requests, needs and expectations
- A commitment to team working and building a team based culture, which maximizes the contribution of each individual and empowers the team to meet business needs
- A commitment to continually develop staff training and competency

This quality policy is communicated, understood and applied within the organization and is available to relevant interested parties, as appropriate. The policy will be revised and updated as necessary.

Signature... *Stuart Wiltshire*...Date 5th June 2019.

Stuart Wiltshire
Managing Director