

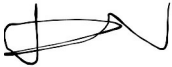
Hambro Roofing Ltd is committed to delivering high-quality roofing services that consistently meet the requirements and expectations of our clients, whilst complying with all applicable legal, regulatory, and industry standards.

To achieve this commitment, Hambro Roofing Ltd will:

- * Deliver roofing works to agreed specifications, programmes, and client requirements.
- * Employ competent, skilled, and trained personnel who understand their responsibilities for quality workmanship.
- * Use approved, high-quality materials and systems appropriate for each project.
- * Maintain effective communication with clients, suppliers, subcontractors, and employees throughout all stages of a project.
- * Operate in accordance with applicable legislation, British Standards, manufacturer requirements, and industry best practice.
- * Promote a culture of continual improvement through regular monitoring, auditing, review, and feedback.
- * Establish and maintain effective quality management procedures aligned with ISO 9001:2015 principles.
- * Investigate non-conformances, complaints, and incidents to identify root causes and implement corrective actions.
- * Monitor performance objectives and seek opportunities to improve efficiency, quality, and customer satisfaction.
- * Encourage employee involvement, training, and awareness to ensure continuous improvement across the business.
- * Conduct regular management reviews to assess the effectiveness of the Quality Management System.

Hambro Roofing Ltd is committed to the continual improvement of its Quality Management System and ensuring sufficient resources are available to successfully implement this policy.

David Hammersley



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