

## Quality Policy

Lee Sullivan Contracts is committed to providing the highest possible quality of services to its customers. We take pride in our business reputation and are committed to continuous improvement with the goal of meeting or exceeding the expectations of our interested parties.

To achieve the above, Lee Sullivan Contracts will:

### Compliance

- Comply with statutory and regulatory requirements

### Leadership

- Make quality the joint responsibility of management and employees
- Maintain quality goals and objectives as set out in our strategic plan
- Implement processes and procedures which incorporates the needs and expectations of interested parties
- Promote a quality culture across the business
- Regularly review business risks and opportunities

### Performance

- Monitor and measure the performance of our supply chain to ensure quality of service
- Commit to ongoing training to ensure the competence of employees
- Regularly review employee performance
- Obtain customer feedback on our services and keep complaints to a minimum

### Improvement

- Undertake regular internal audits
- Hold regular management review meetings to continually improve our quality management system

This Policy has been communicated to all employees and will be made available to interested parties. The Senior Management team is committed to quality across the business, however it is the ultimate responsibility of the Managing Director to ensure its implementation and the annual review of this Policy.



**Lee Sullivan**  
Managing Director