

# Morgan Sindall Corporate policy

## Quality

### Revision Schedule

Rev. No.	Date	Details of change
Rev 1	Oct 11	Integrated Management System merger.
Rev 2	Jan 12	Annual review and update
Rev 3	Jan 13	Annual review and update
Rev 4	Jun 13	Revised to include our collaborative working approach
Rev 5	Feb 14	Annual review and update
Rev 6	Nov 14	Policy sign off amended to reflect exec team leadership changes
Rev 7	Mar 15	Annual review and update, including realignment to values
Rev 8	Apr 16	Annual review and update, including for alignment with ISO 9001:2015
Rev 9	Aug 17	Policy sign off revised to reflect change in exec team leadership
Rev 10	Oct 18	Annual review and update
Rev 11	May 19	Annual review and alignment with other policies

**Quality management policy**

Morgan Sindall deliver public and private sector projects and frameworks, including some of the UK's most complex Construction and Infrastructure schemes. Our work covers a comprehensive range of market sectors and specialist services.

The directors and senior managers of Morgan Sindall are committed to achieving its vision, values and philosophy through effective leadership, collaborative working, the design and delivery of services and are committed to satisfying the needs of our customers, applicable requirements and other interested parties. As a framework for review of objectives, our 'Perfect Delivery' philosophy aims to meet or exceed our customer's expectations through the commitments of:

- Safe
- On Time
- Snag Free / Quality
- Delighted Customer
- Recommended

Morgan Sindall recognise the importance of effective governance, assurance and improvement in the successful delivery of its activities. We are committed to the provision of effective leadership, and continual improvement of our process based Integrated Management System (IMS). This includes improvements in process understanding and compliance, along with the maintenance of our organisational knowledge and corporate memory which are important for the sustained success of our business.

We empower our employees to develop their services to meet and exceed customer expectations. This culture is based on all employees understanding their roles and responsibilities within the business process to ensure customer satisfaction whilst managing risk and opportunities.

We will communicate this policy to employees, delivery partners and interested parties and review on an annual basis.

Signed .....  
Simon Smith  
**Managing Director - Infrastructure**

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Pat Boyle  
**Managing Director - Construction**

May '19