



## **EAM BUILDING CONTRACTORS Ltd QUALITY POLICY**

### **EAM Background Information**

EAM is based in Nottingham in the East Midlands. The company was started in February 1983 as an electrical business “EAM Electrical Contractors” by the Managing Director, Edwin Maxwell, as sole trader employing one operative. The business has since developed into a general contracting company E.A.M Building Contractors Ltd trading as E.A.M Building Group.

### **Our Services**

EAM provides a professional quality service that meets the needs of its customers. The company offers a one-stop building service with a range of key specialist areas that provide our clients with a total solution to their requirements. E.A.M is experienced in undertaking projects as the 'principal contractor' under the Construction Design Management (CDM) Legislation. Our wide range of building services to customers across the East Midlands include:

|                                 |                                    |
|---------------------------------|------------------------------------|
| Property Refurbishment          | Property Maintenance               |
| Structural Repairs              | Extensions                         |
| Electrical Installations        | Electrical Repairs and Maintenance |
| Plumbing, Installations Heating | Installations and Servicing        |
| Gas Installation                | Gas Servicing                      |
| Gas Testing                     | Electrical Testing                 |
| Electrical Installation         |                                    |

### **Company Values**

Our core values have been developed in conjunction with our staff and outline our commitment to our employees, our clients and the communities that we serve. Our values include:-

- Supplying to our clients Value for Money, which embraces quality of service and product as defined by our customers to achieve their objectives.
- Promoting and maintaining a safe and healthy working environment.
- Respect for people through employment, skills development, training and service delivery
- Developing a robust local supply chain
- Operate in an environmentally responsible manner, create minimum pollution to the environment and where possible enhance the built environment and cause no adverse effect to human health.
- Implementing construction management to reduce waste
- Implementing continuous improvement.



## **Quality Objectives**

The Company's prime objective is to provide a professional quality service that meets and satisfies the needs of its customers and thereby ensure the success and sustainability of the business. EAM also strives to develop, maintain and enhance its reputation for the quality of the work carried out and the service provided. Additional objectives are to provide a one-stop building service with a range of key specialist areas supplying clients with a total solution to their construction requirements.

## **Policy Statement**

- The Quality Policy of E.A.M Building Group is directed to fulfilling the following:
- To ensure that the Company offers the appropriate level of technical competence delivered by skilled personnel, planned and well managed projects and efficient utilisation of resources to fully meet the client's requirements from receipt of an enquiry through to the completion of work on site
- To offer products and services that will satisfy the needs of the customer by conforming to or exceeding specifications for the work, endeavouring to ensure customer satisfaction at all times.
- To endeavour to complete all orders systematically in accordance with the specification, on time, on budget and in compliance with the customer's requirements by employing the most appropriate techniques, equipment and personnel.
- To support, train and develop all members of staff to enable them to attain and / or retain the required level of competence.
- To ensure that this policy is understood, implemented and maintained and that all members of staff are made aware of the policy and their role in implementing it training, regular communications with staff and full access to the Quality Management Manual will be made available.
- Employees are expected to report any changes to working practices to the managing Director so that the Systems and Procedures manual can be reviewed and updated if necessary. It is also the responsibility of the Employees to return Quality System documents to the Managing Director when they become superseded.

Compliance with the Quality Policy is mandatory for all members of staff, and, as such, forms part of staff Terms and Conditions of Employment. Any variation can only be authorised in writing by the managing Director in line with current document change procedures.