



## QUALITY ASSURANCE POLICY STATEMENT

Paye Stonework & Restoration Limited was formed in 1992 and has quickly established itself as one of the leading companies in the historic façade refurbishment and stone masonry market.

The success of the Company has been attributed to its consistent achievement in providing work of the highest quality at a price which represents best value. The Company always adopts a non-adversarial approach in managing its contracts through to successful completion, and in consequence benefits from a high proportion of repeat business and negotiation through the partnering process.

In January 2000 the Company was awarded the Royal Warrant in recognition of its continuing work for the Royal Household.

All personnel within the company are committed toward the following objectives, which are integrated with the expectations of the customer:

- Sustain and improve the high quality of specialist building contracting services provided by the Company
- Ensure that all contractual requirements between the Company and its clients and potential clients are consistently achieved
- Supply products and services within the time schedules agreed
- Ensure that health, safety and welfare requirements are properly applied and managed

To provide confidence in these aims, we will systematically monitor and review our performance and implement such training to maintain the competence of our personnel, and systems to improve our performance.

To fulfil this, the Management System has been structured and documented to comply with specific customer needs and the requirements of:

- BS EN ISO 9001:2015 & Any other British Standard requirements
- Achilles – Health & Safety, Environmental and Quality assessment
- Royal Warrant – Continuing to supply products or services on a regular and on-going basis to the Royal Households of HM The Queen, HRH The Duke of Edinburgh or HRH The Prince of Wales
- CDM Regulations 2015 and any other regulations

All levels of management and staff are encouraged to participate in the solving of quality problems and for recommending methods of improvement; providing an efficient, quality orientated, cost-effective business.

In pursuit of these objectives the Directors will continually monitor performance and evaluate the requirements for resources, training and development; the use of modern technology will continually be assessed and applied where this compliments these objectives to provide for the future and our commitment toward client satisfaction. To ensure the policy continues to reflect changes in business it will be reviewed annually.

We will communicate our policy internally and externally to interested parties as appropriate.

**Matt Kember MSc (Historic Building Conservation)**

**Managing Director**

**March 2022**