

QUALITY POLICY STATEMENT

Phoenix Brickwork (UK) Ltd is committed to exceeding the expectations of our clients by continually improving our service. The Company Director holds overall responsibility for Quality Management, policy content and changes to meet the needs of legislation, the 'Company' and its staff.

The Company will ensure that all its products and services to its customers, be they domestic or industrial, are satisfactory to their needs in respect of Timing, Quantity, Design, Safety and Fit for Purpose. We will ensure that all our staff demonstrate the correct level of Customer Care and respond in a polite and courteous manner to all situations. The company will achieve its policy through the following:

- Striving to continually improve our service
- Training its employees, contractors and supply chain to provide adequate Skills and Safety Competency.
- Ensuring that the appropriate individuals have the authority and responsibility to implement and maintain the Quality Policy objectives.
- Ensuring the Quality Policy is promoted at new employee inductions.
- Providing documentary evidence to demonstrate the Quality Assurance process.
- Communicating any changes promptly to all its employees across the company activities.
- Maintaining a prompt and traceable complaints procedure and dealing with any complaints or issues in a timely and courteous manner.
- Ensuring works are completed in accordance with approved specifications, relevant Building Regulations, client requirements, and agreed quality standards.
- Promoting a right-first-time approach to workmanship and the reporting/correction of defects or non-conformances.

Phoenix Brickwork (UK) Ltd seeks the co-operation of all its employees in ensuring that the Quality Policy is exercised responsibly.

Our aim is to provide procedures which will continuously improve the products and services we provide for our customers.

Please also be aware that Quality Management forms part of our Integrated Management System which conforms to ISO 14001 (Environmental Management) and ISO 45001 (Occupational Health & Safety Management) as well as ISO 9001.

Signed:



Mr Christian Watson
Group Chairman

30th October 2025

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