



Quality Assurance Policy

Donovan Construction (South West) Limited (Donovan Construction) are committed to delivering the highest level of service to its clients. Donovan Construction recognises the importance of maintaining strict quality assurance standards to ensure all their work meets and exceeds its commitments to clients. Their quality assurance policy serves to be client focused whilst enhancing employee's satisfaction and ability, and provide an open approach to overall improvement.

Donovan Construction will always take any reasonable measures to ensure the quality and consistency of their workmanship and of any products used. All employees and sub-contractors have a moral duty not only to work in a safe manner but also to co-operate in efforts made to maintain the highest standard of workmanship.

Any substandard equipment or environment should be reported without delay to the office. All Donovan Construction employees are responsible for maintaining the highest standards of quality throughout all of Donovan Constructions' undertakings.

Donovan Construction recognises that continuous improvement and feedback are essential to the development and success of their quality assurance policy. Donovan Construction provides a framework to control and monitor their activities and to continually improve their systems, products and services to customers. All employees are updated on quality issues on a regular basis and provided with training to allow them to deliver work to the highest of standards.

Signed on behalf of Donovan Construction (South West) Limited

A handwritten signature in black ink, appearing to read 'Mark Donovan', with a small flourish at the end.

Mark Donovan

Director

Reviewed: November 2022