



# Quality Policy

## General Statement of Intent

### **Who are Sunter Limited?**

Sunter Limited are a construction-based contractor who were established in 1973 as Sunter Brothers, becoming a Limited Company in 1999 and changing the trading name to Sunter Limited.

SunTERS main aspect of work is the regeneration of social housing for Local Authorities and Housing Associations in the North-East of England as well as being competent in all other areas of construction.

### **Quality Accreditation**

The Company is committed to the development of our employees and the business through a process of continual improvement.

The company holds the Quality Accreditation BS EN ISO9001:2015, Environmental Accreditation BS EN ISO14001:2015 and BS EN ISO45001:2018 Health & Safety Accreditation and continually monitors all activities to ensure total compliance at all times to all Standards.

Specific targets are defined in the Business Direction and the Development Policy which are identified within company Integrated Business Manual. In addition to this Sunter Limited is fully committed to complying with all customer defined requirements and maintaining the principle standard of the Considerate Constructors Scheme in all aspects of business.

### **Promises**

At Sunter Limited we aim to excel in all areas of our undertakings from the smallest of jobs, through to the largest of Contracts. We have a uniform approach to all work carried out in 'the Sunter name'.

Our Promises include:

- To deliver high quality services and standards of excellence, including enabling services, processes, people and performance.
- To continuously monitor and review, promote and deliver best practice including innovation and longer-term efficiency across all company undertakings.
- To deliver contracts in accordance with Clients expectations, ensuring that all requirements are fulfilled.
- To focus on the needs of Customers, ensuring that all information is given prior to the commencement of works, and establishing positive communication at all times
- To deal with any complaints in a timely and proactive manner.
- To commit time, resources and financial means to establish a competent, trained and skilful workforce, including the training and development of employees to their maximum potential.
- Ensure employees at all levels are aware of their responsibilities whilst carrying out work on behalf of Sunter Ltd.
- Take control of all contractor activities on site, ensuring that the level of service given by any contractor is in-line with the service given directly by Sunter Limited.

Sunter Limited Directors and Senior Managers ensure that all requirements, both economically and morally are in place and implemented at all times, ensuring that Quality and Quality Management is second nature.....At All Times.

### **Communication**

Sunter Limited will ensure that the communication of this policy is achieved to employees, contractors, clients, customers and any other who may wish to view it.

Methods of communication will include:

- Copy given on initial induction
- Periodically given to employees and contractors via Tool-Box Talks
- Posted on the Employee Notice Board

The Policy will be communicated on each annual review or after any additional update.

**Policy Date: March 2022**

**Review Date: March 2023**