Quality Policy

The Yard, Prees Heath, Whitchurch, Shropshire, SY13 3JX

McFour Ltd aims to effectively and efficiently provide quality products and services which satisfy the specified requirements of our customers and which comply with all statutory regulations.

It is our intention to give our clients the highest possible quality in accordance with the contract specification and best practice within our field of the Construction Industry.

Our company has undertaken an Integrated Management System (IMS) which will comply with the International Standard ISO 9001:2015. This system promotes a culture of quality assurance in all Company systems and procedures, under the direction of the senior management team and with the support of all employees and supply chain partners.

Our Company is committed to continually improve its customer satisfaction through the appropriate initiatives, controls, and provision, of resources and training and involvement of employees. The aim is to agree customer requirements using accurate and efficient tendering processes and to minimize the occurrence of all defects in its activities, products and services. Proactive engagement with clients is a key innovative feature to improve understanding at the client interface at all stages.

Customers are offered advice on the proposed working methods, procurement and services as appropriate.

Management objectives and targets are established and reviewed on a regular basis to implement the Quality Policy. These are based on a commitment to seven principles of business excellence:

- Customer Focus
- Stakeholder Value
- New technologies, and innovation
- Process management
- Workforce motivation and awareness
- Supply chain engagement
- Preventative management and continual improvement

The Directors commit themselves to provide adequate resources to implement and communicate this policy effectively to all employees and to exercise all reasonable skill and care in performing their duties and providing service to their customers. The Company's performance and the operation of the management system are audited and reviewed to ensure maximum effectiveness in achieving customer satisfaction.

The Board of Directors has appointed Mr. Martin McDermott MD as the Senior Director who has particular responsibility for Quality.

Signed: M McDermott Date 01/02/2026

Mr Martin McDermott, Managing Director