

**Definition of Gilpin Demolition Group Ltd**

- *Sam Gilpin Demolition Ltd*
- *Gilpin Environmental Ltd*
- *Gilpin Scrap Metals Ltd*

Gilpin Group aim to deliver projects and services safely and of a consistently high quality; this is integral to the success of our business.

Gilpin Groups approach to Quality Management are based on the following principles:

- Customer focus – we are committed to delivering quality projects & services.
- Leadership – Group Directors are committed to maintaining compliance with all statutory, regulatory, legislative and contractual requirements.
- Engagement of peoples – invest in employees and develop through career progression and training.
- Process approach – understand our customers’ needs and their business requirements; ensure suitable resources are provided whilst minimising wastage to maximise efficiency.
- Improvement – we are committed to continually reviewing and improving the management systems, products and services.
- Evidence based decision making – we will measure our performance in key activities and use the data collected to make informed and effective decisions on how to improve our processes.
- Relationship management – develop strong relationships both within and external to the group to develop mutually beneficial relationships to improve Quality leading to greater reliability, enhanced services and increased efficiency.

This policy, management systems and objectives will be communicated, reviewed and audited in line with our activities to ensure they remain relevant and effective.



Sam Gilpin

Managing Director, Gilpin Demolition Group Ltd

Review date: 26<sup>th</sup> June 2025

Next review: 26<sup>th</sup> June 2026