

Quality Policy

Our Commitment to Quality

The Springfield Group sell quality houses. To achieve this we procure land, gain planning approvals and design and construct houses for the private and public sectors. Our strategy is to achieve sustained, profitable growth by providing products and services which consistently satisfy the needs and requirements of our customers and statutory and regulatory requirements.

This level of quality is achieved through the adoption of a system of procedures that reflect the competence of the Company to existing customers, potential customers, and our supply chain. Customer satisfaction is further enhanced by our policy of 'Client Choices' which permits the customer to tailor their particular house utilising a wide range of options.

Our Quality Management System coupled with the work of all staff, who are individually responsible for the quality of their work, results in a continually improving working environment for all and a high-quality product and service to our customers.

The policy is provided and explained to each employee by the management. To achieve and maintain the required level of assurance, the Chief Executive Officer retains executive responsibility for the Quality System with the routine operation controlled by the Group SHEQ Director and operational directors and managers. The Quality Management System shall be reviewed at least annually to take into consideration changes in legislation, improvements in technology, customer or business requirements.

At the annual management review, clear quality objectives are set and reported on. Springfield Group are committed to achieving the following objectives: -

- a) To maximise customer satisfaction with the products and services delivered by Springfield Properties PLC.
- b) To maintain an effective quality management system.
- c) To achieve and maintain a level of quality which enhances the Company's reputation.
- d) To ensure compliance with relevant statutory and regulatory requirements.
- e) To ensure compliance with current design standards and specifications.

Signed:



Date: 31st March 2022

Innes Smith
Chief Executive Officer

Document Ref	Document Name	Process Owner & Job Title	Date	Date of Next Review
QMS-A01.1	Quality Policy	Innes Smith Chief Executive Officer	31/03/2022	31/03/2023