

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.

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.

Specific customer requirements are identified and documented during the Customer Choice process, allowing these requirements to be communicated and achieved, ensuring satisfaction of customer aspirations.

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 Quality Manager and operational managers.

Our objectives are:

- 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 requirements;
- e) To ensure compliance with current design standards and specifications.

Innes Smith
Chief Executive Officer

Signed:

A handwritten signature in blue ink, appearing to read "Innes Smith".

Date: September 2020