



## QUALITY POLICY

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### COMPANY COMMITMENT TO QUALITY

**Morgan Construction Wales Ltd (MCW)** is committed to delivering excellence in the design management, construction, and maintenance of civil engineering and building works. Our policy reflects our strategic direction, supports our long-term goals, and is appropriate to the context of our operations and stakeholder expectations.

#### Purpose and Strategic Commitment

MCW strives to consistently deliver safe, compliant, and high-quality construction projects that meet the needs of our clients and stakeholders. We operate with integrity, transparency, and a strong focus on innovation and modern methods of construction (MMC) to enhance efficiency and value.

#### Policy Commitments

To support this mission, MCW is committed to:

- **Understanding the needs and expectations of interested parties**, including clients, employees, subcontractors, regulators, and the public.
- **Complying with all applicable statutory, regulatory, contractual, and customer requirements.**
- **Delivering quality outcomes through a structured and risk-based Quality Management System.**
- **Preventing non-conformities by promoting right-first-time practices and effective root cause analysis.**
- **Achieving continual improvement through performance monitoring, audit findings, lessons learned, innovation, and management review.**
- **Setting and reviewing measurable quality objectives** aligned to key performance indicators in areas such as customer satisfaction, rework rates, on-time delivery, and cost control.
- **Allocating roles and responsibilities** for quality, with Directors and Managers ensuring the policy is implemented and understood at all levels.
- **Engaging our supply chain partners** to uphold and improve workmanship and material quality.

#### Roles and Responsibilities

- The **Managing Director** holds overall accountability for the effectiveness of the Quality Management System.
- The **Senior Management Team** provides leadership, resourcing, and oversight to ensure quality objectives are met and aligned with the company's strategic direction.
- The **Technical Manager** is responsible for the maintenance, improvement, and communication of quality processes.
- **All staff and subcontractors** are expected to work in accordance with this policy and the supporting procedures.

## Review and Communication

This Quality Policy is reviewed annually during Management Review or when there are significant changes to our business context, strategic direction, or stakeholder requirements.

The policy is:

- Communicated across the organisation via SharePoint, site inductions, and training.
- Reviewed for understanding during audits and toolbox talks.
- Available to external interested parties upon request and published on our website or project documentation, where appropriate.



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