

Statement of Intent

AIC Group is committed to delivering consistently high standards of service to its customers, to agreed requirements and timescales. When designing, planning, constructing, or maintaining shelving, racking or any other works, the standards of service for managing quality will be integrated with those for managing health, safety and the environment in a manner aimed at ensuring that:

- Designs fully consider construction and maintenance aspects.
- Work is planned in a systematic, safe and coordinated manner.
- Processes, materials and workmanship deliver a quality finished product.
- Testing, inspections and examinations support a right first-time culture, reducing defects and re-work.

We are committed to ensuring that the delivery of these services is not an option, but a business necessity which will be achieved by:

- Working closely with our customers, partners, designers and subcontractors.
- Identifying key customer requirements and standards.
- Getting our work “right first time” by operating an integrated Business Management System (BMS) with trained, competent and motivated teams.
- Creating a work environment in which all our people have the opportunity to fulfil their potential.
- Ensuring that the established culture of continual improvement at every level of the organisation is effective.
- Setting clear performance objectives and actively involving all our people in their attainment.

We are committed to continual improvement through the adoption of innovative techniques and best practices that exceed customer expectations and achieve better performance outcomes.

We will actively involve our employees and ensure through training that they are aware of the quality critical aspects of their activities and accept clearly defined responsibilities for the quality of their work.

Responsibilities

Responsibility for this policy ultimately lies with the Managing Directors, Conor Donnelly and Lorcan McGillan. This includes the responsibility to ensure the provision of adequate resources for its implementation and regular assessment.

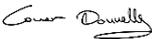
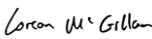
Arrangements

The controls for the management of Quality are contained within the Business Management System and fully satisfy the requirements of ISO 9001. AIC Group’s quality controls will be continually improved in line with the needs of the business and BMS Change Management requirements. This policy will be brought to the attention of employees, supply chain partners and persons working on behalf of AIC Group.

Performance Management, Monitoring and Review

Compliance with this policy and associated arrangements will be assessed as part of AIC Group's active monitoring regime, including Annual Management Review. The effectiveness of quality management arrangements together with our performance against stated quality objectives is routinely monitored and reported to the Managing Directors, Conor Donnelly and Lorcan McGillan on a regular basis. This policy and its associated arrangements will be reviewed at least annually.

Authorisation

 _____	11/11/2020	 _____	11/11/2020
Conor Donnelly (Managing Director)		Lorcan McGillan (Managing Director)	