

Lindner Prater Limited recognises the importance of delivering a quality product and service that seeks to exceed the requirements and expectations of its customers. The Board of Directors are committed to ensuring that the systems and resources are in place to allow its people to successfully achieve the quality objectives, which are set in line with the future strategy of the business.

We operate a comprehensive and effective management system, certified to ISO 9001:2015, which is monitored and measured to ensure its continued relevance and accuracy. We want to ensure we are delivering the very highest standard of quality, and challenging the expectations of our customers.

**Lindner Prater will adhere to the following key principles:**

1. The Board of Directors will foster a culture of continual improvement by setting, measuring and periodically reviewing quality objectives following their annual Strategy meeting.
2. Ensure all client quality expectations are fully understood and, where possible, strive to challenge those expectations.
3. Ensure the processes are in place to identify, consider and fulfil the requirements of all interested parties, including statutory and regulatory.
4. Provide the channels through which our people can report any potential defect, poor practice or defective materials that may adversely impact on quality, without fear of reprisal.
5. Ensure systems are in place to assess the competency of its people so they have the appropriate skills and supervision to positively impact on the quality of their work.
6. Promote a Quality culture both internally and externally through regular and varied communication channels.
7. Undertake regular audits of our projects, factories and business functions to monitor and measure the quality performance of the business
8. Work in collaboration with suppliers, subcontractors and manufacturers, clients, architects, engineers and other experts to improve standards of quality in the industry and seek to ensure counterfeit, fraudulent and suspect items (CFSI) are not present in the supply chain. This would also support efforts to reduce modern slavery in the construction industry.
9. Communicate this policy and the quality objectives to all staff at induction and on an on-going basis, encouraging them to actively develop and improve the management system. A company-wide understanding of what can impact on our standards of quality, and the actions that can be taken to improve performance will lead to significant benefits for the business, its employees, its supply chain and its customers.
10. This policy will be available and maintained as documented information, and made available to relevant interested parties, as appropriate.



Gavin Hamblett  
**Managing Director**  
Date: 12th May 2022