

PRIME

Quality Policy

April 2019

Delivering consistency

Prime's Quality Policy is to achieve sustained, profitable growth by providing buildings and services which consistently satisfy the needs and expectations of its clients.

— Why work with Prime?

This Policy statement was prepared and approved by the Directors and will be reviewed as part of the Annual Management Review to ensure the policy is current and appropriate.

Leighton Chumbley
Chief Executive

This level of quality is achieved through adoption of a system of procedures that reflect the competence of the Company to existing customers, potential customers, and independent auditing authorities.

Prime is committed to:

- The maintenance and continual improvement of an effective Quality Management System complying with the International Standard ISO9001 (Quality Systems)
- Achieving and maintaining a level of quality which enhances the Company's reputation with customers
- Ensuring compliance with relevant statutory and safety requirements.
- Endeavouring, at all times, to maximise customer satisfaction with the services provided by Prime plc.

All employees of Prime are charged with promoting these aims and are required to familiarise themselves with the contents of the Business Handbook, which defines the systems that are in place to achieve our declared objectives. The Business Handbook and Quality Policy will be communicated to staff at induction and on Prime Hub. Changes to the Policy will be communicated to all staff by e-mail.

The appointed Management Representative is responsible for monitoring and ensuring the correct and effective implementation of Prime's Quality Management System as a whole. Quality shall be the responsibility of everyone employed by Prime.

We will establish and review business led quality objectives at least on an annual basis.