

Quality Policy

The Interclass Group of Companies (“Interclass Plc, Interclass Surfacing Ltd, Interclass Construction Services”) aim to provide a high quality construction service and defect free product to its customers on time and within budget. This policy sets out our commitment to quality management across the Group of Companies.

Interclass operate a ISO 9001: 2015 certified Quality Management System which is audited independently on an annual basis. All our employees are required to deliver our services through mandatory processes defined in our Quality Management System and in compliance with all relevant statutory and regulatory and all other applicable requirements.

Under this policy, we are committed to:

- Continually improving the effectiveness of the Quality Management System;
- Achieving a high-standard of customer satisfaction;
- Measuring performance against quality KPI’s.

Our approach - we will:

- Ensure that customer’s needs and expectations are determined with the aim of achieving a high-standard customer satisfaction;
- Communicate throughout the organisation the importance of meeting customer’s needs and all relevant statutory requirements;
- Ensure that management, review and set quality objectives, and report on the internal audit results as a means of monitoring and measuring the process and the effectiveness of the Quality Management System;
- Ensure the availability of resources;
- Ensure all personnel understand the requirements of the Quality Policy and abide with the contents of the Quality Management System.

Review and promotion of our policy:

We monitor our quality performance and implement improvements when appropriate. Copies are made available to everyone. Copies of the minutes of Management reviews, or extracts thereof, are provided to individual members of staff in accordance with their role and responsibilities as a means of communicating the effectiveness of the Quality Management System.

Signed on behalf of The Interclass Group



C M Watkins - Chairman

Date: 6th December 2023

Next review date: 6th December 2024