

# QUALITY POLICY STATEMENT

## Summary

Keepmoat are a leading partnership homebuilder, whose aim is to deliver more of the high-quality, multi-tenure, new homes the UK needs – at prices people can afford, in places where they want to live. Keepmoat is committed to delivering a service which consistently satisfies the requirements of our customers, complying with relevant regulatory and statutory requirements.

## Commitments

Keepmoat will:

- ▶ Establish, maintain and continually improve an effective quality management system to ensure it continues to meet the needs of our clients, customers, interested parties, our business and all statutory requirements; including ISO 9001:2015.
- ▶ Provide a framework to communicate our strategic vision.
- ▶ Develop on an annual basis a plan for the improvement of our performance and the setting of measurable Quality objectives.
- ▶ Ensure the focus on enhancing customer satisfaction is maintained.
- ▶ Ensure employees are trained, equipped, and empowered to maintain and exceed our customers' expectations in delivering a quality product and excellent service.
- ▶ Ensure effective methods of communication are in place to capture best practice and share innovation in order to promote continual improvement within the business and the partnerships within which we work.

The Keepmoat Executive Team has established a 'EHS executive committee' to ensure oversight and stewardship of the Group's EHS management system, performance and compliance with applicable laws and standards. Each Regional Managing Director is responsible and accountable for ensuring the group wide EHS management system is communicated, implemented and complied with in their regional business.

## Communication of this Policy

This policy is cascaded and communicated to staff throughout our business and available upon request to relevant interested parties via our public website.



Ian Hoad  
Chief Executive Officer  
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