

QUALITY POLICY STATEMENT

Summary

Keepmoat Homes are a leading partnership homebuilder, building thousands of new homes across the country, many of them on brownfield sites, transforming them into thriving new communities.

Keepmoat Homes is committed to delivering a service which consistently satisfies the requirements of our customers, complying with relevant regulatory and statutory requirements.

Commitments

Keepmoat Homes 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 standard.
- ▶ Provide a framework to communicate our strategic vision, developing on an annual basis plans 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 Homes Leadership team have overall responsibility for establishing and implementing the environmental management system and regularly reviewing the commitments within this policy.

Communication of this Policy

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



Tim Beale
Chief Executive Officer
February 2021