

DAWSON-WAM Ltd is a Civil Engineering Contractor carrying out contract works which include Marine & River engineering, piling operations, pipelines and road works across the United Kingdom, Republic of Ireland and the Channel Islands.

We aim to be the best at everything we do, not only matching but exceeding customer expectations. Driven from the top the company recognises that good management is essential in ensuring best and highest standards of practice are embedded throughout the organisation. We encourage responsibility through all levels of our organisation, by employee awareness, effective communication and training ensuring that our workforce are part of all decisions, policies and practices.

We will use **BS EN ISO 9001:2015** as a business improvement tool and will regularly review this policy to measure its continuing suitability, adequacy and effectiveness. We aim to not only match but also exceed customer expectations and will do this by:

- Placing the highest value on being customer driven and meeting requirements
- Setting and monitoring achievement of specific quality objectives
- Furnishing sufficient funds and resources needed to meet these objectives;
- Focusing on efficiency and service standards
- Continually improving the effectiveness of the quality system
- Compliance with relevant legislation, regulations and other requirements

Signed:

A handwritten signature in black ink, appearing to read "D.E. McGall".

Date: 6th January 2020

D.E. McGall
Managing Director