

QUALITY POLICY

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Styles Façade Solutions (the trading name of Heritage Building Conservation Ltd) aim to ensure that its products and services always meet the needs of its customers in accordance with contractual requirements, its policies, and procedures. The Quality Policy applies to all employees, managers, and relevant subcontractors and suppliers whose work affects quality.

The Company is committed to:

- Developing and improving a Quality Management System.
- Continually improve the effectiveness of the Quality Management System.
- The enhancement of customer satisfaction.

The management has a continuing commitment to:

- Ensuring that customer needs and expectations are determined and fulfilled with the aim of achieving complete customer satisfaction.
- Communicating throughout the Company, the importance of meeting customer needs and all relevant statutory and regulatory requirements.
- Establishing the Quality Policy and its objectives.
- Ensuring that the management reviews the quality objectives, and reports on the internal audit results as a means of monitoring and measuring the processes and the effectiveness of the Quality Management System.
- Ensure the availability of resources.
- Identify, control, investigate, and correct to prevent recurrence all non-conforming work, defects, or service failures.
- Customer feedback and complaints are actively encouraged, reviewed, and used to improve products and services.
- Employees receive appropriate training and support to ensure competence
- A risk-based approach is used to identify and manage potential quality issues before they impact customers.

All personnel understand the requirements of this Quality Policy and abide with its objectives. The Company complies with all relevant statutory and regulatory requirements. The Company constantly monitors its quality performance and implements improvements when appropriate. This Quality Policy is regularly reviewed to ensure its continuing suitability.

For Styles Façade Solutions (the trading name of Heritage Building Conservation Ltd)



Mr. M Styles
Managing Director
1st May 2026