

Quality Management System Policy

25th November 2021

Based in the City of London, HartDixon is a well-established and respected firm of chartered building surveyors, providing building surveying, project management and contract administration. Our vision is to be a top five independent building consultancy for global funds, developers and propcos in the UK.

HartDixon's success is built on providing hands-on competent and expert building consultancy advice with the highest standard of client care. To achieve our vision and quality standards, we will maintain an effective Quality Management System based on the requirements of ISO 9001:2015.

We are committed to:

- Establishing measurable quality and business objectives that align with the strategic direction of our practice.
- Putting in place a robust and well managed quality management system to meet the requirements of ISO9001:2015 and to meet our vision of a top five independent building consultancy.
- Regularly monitoring and reviewing the effectiveness of our quality management system, internal processes and procedures to ensure compliance.
- Actively seeking client feedback to maintain our high levels of repeat business and long term client relationships.
- Ensuring our practice recruits the right talent and that we invest in and train our people to maintain the consistent high level of competence expected by our clients.
- Regularly reviewing our selected sub-consultants so that they are compliant with our own QMS standards.
- Ensuring all employees and sub-consultants are aware of our quality management policy for effective implementation of our QMS.
- Providing a working environment that protects the health and wellbeing of our employees.
- Analysing the cause of non-compliance or complaints so that we protect our business from any potential financial or regulatory risk.

The senior management team at HartDixon team will visibly promote and implement this Policy. The suitability of the policy and the company's effectiveness at achieving its objectives are reviewed on a bi-annual basis, supported by the project audits (undertaken twice yearly).

Signed:  Stuart Hart, Partner, HartDixon

Signed:  Huw Dixon, Partner, HartDixon

For and on behalf of HartDixon

Date: 25th November 2021