



Property | Maintenance | Fire Safety | Electrical

# QUALITY POLICY

Aligned to the principles of ISO 9001

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## Document control

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## Policy statement

GND Group is committed to delivering property, maintenance, fire safety and electrical work to a consistently high standard, with the records to prove it. Our reputation rests on accountability, compliance and quality of workmanship, and this policy sets out how we deliver that for every client.

Our aim is to meet client requirements and all applicable legal, regulatory and industry standards first time, every time, and to improve continually the way we work.

## Our commitments

To deliver consistent quality, GND Group will:

- understand client requirements clearly at the outset and agree the scope, standard and programme of work;
- carry out work to the relevant standards, including BS 7671 for electrical work, certificated systems for fire-stopping, and manufacturer instructions for all products;
- use competent, time-served and suitably qualified people, and assess subcontractors to the same standard;
- plan and supervise work properly and check it on completion against the agreed standard;
- provide auditable close-out, including certification, photographic records and installation registers where relevant;
- record, investigate and learn from defects, complaints and non-conformances to prevent recurrence;
- seek client feedback and use it to improve our service;
- set quality objectives, monitor performance and review this policy at least annually.

## Responsibilities

Overall responsibility for quality rests with the Managing Director, Raheel Deen. All managers, supervisors and operatives are responsible for the quality of their own work and for following the company's procedures and standards. Subcontractors are required to work to the same standards.

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## Non-conformance and improvement

Where work does not meet the required standard, it is recorded as a non-conformance, corrected, and the cause investigated so that the same issue does not happen again. Complaints are handled promptly and used as an opportunity to improve.

This policy is communicated to all employees and is available to clients and other interested parties on request.

Raheel Deen	10.6.26
Signed	Date
Raheel Deen	Managing Director, GND Group