

Quality Policy Statement

1. Policy Statement

At Pritchard Group Ltd, quality is not just a standard — it's a commitment. We are dedicated to delivering consistently high-quality services across all aspects of our work in fire safety, mechanical and electrical installations, and compliance-led building services. Our goal is to exceed client expectations, operate in accordance with regulatory standards, and foster a culture of continual improvement.

We strive to be recognised as a trusted, professional, and client-focused delivery partner — where quality is embedded in every process, every project, and every person.

2. Our Quality Objectives

We are committed to the following quality objectives:

- **Deliver Services to Specification**
Ensure all projects meet or exceed client requirements, industry standards, and legal obligations.
 - **Achieve High Customer Satisfaction**
Actively seek client feedback and resolve any concerns quickly and professionally.
 - **Ensure Staff Competence**
Provide appropriate training and support to maintain a skilled and knowledgeable workforce.
 - **Maintain Reliable Project Delivery**
Complete works on time, within budget, and with minimal disruption.
 - **Continually Improve Performance**
Regularly review and improve business processes, systems, and services.
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3. Management Commitment

Pritchard Group's leadership is fully committed to:

- Promoting a quality-first culture across the business
 - Providing the necessary resources to meet our quality objectives
 - Ensuring compliance with all applicable regulations and client specifications
 - Maintaining transparent and measurable performance metrics
 - Reviewing this policy annually as part of our quality management process
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4. Staff Responsibility

Every employee, subcontractor, and partner working with Pritchard Group Ltd is expected to:


- Deliver services in accordance with our company procedures and policies
 - Report quality issues promptly to ensure timely resolution
 - Support our commitment to continuous improvement and professional excellence
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5. Communication & Review

This Quality Policy is communicated to all employees and partners during induction and is made publicly available via our website. It is reviewed at least annually, or when significant changes occur, to ensure it remains relevant and effective.

6. Approval

This Quality Policy has been approved by the Director and will be reviewed annually or as required.

Signed 

Print Name: Shane Pritchard

Date: 25/04/2025