

The Marine & Property Group Ltd: Quality Policy

The Marine & Property Group Ltd provides commercial property, berthing, engineering, servicing, refit & repair, dredging, and consulting services throughout the UK and abroad. The Company has developed its expertise in the marine sector over the past three decades and aims to achieve a high standard of delivery and service to its customers.

It is the policy of The Marine & Property Group Ltd to provide our customers with goods and services to the agreed quoted details, requirements, and price. We aim to continually improve the service we provide to meet our clients' requirements by learning from customer feedback, to produce finished work that we can justifiably be proud of.

The Directors, Management and Staff are responsible for Quality Control through the Quality Management System seeking improvement by constant review, which also includes suppliers and when required, sub-contractors. All personnel within the Company are responsible for the quality of their work. The Company provides training and has established systems to assist all personnel to achieve the standards required. The Company is committed to achieving customer satisfaction by the use of quality procedures, keeping up to date with legal and regulatory requirements and working to operate to meet or exceed the requirements of ISO 9001.

Our Quality Policy is defined and strongly driven by the following management principles and behaviours:

- Build a mutually profitable relationship with our customers, ensuring their long-term success, through the understanding of their needs and the needs of their customers as well
- Achieve our commitments for quality, cost, and schedule
- Enhance the systematic research and use of best preventive practices at all levels and ensure reliable risk management
- Drive continual improvement and innovation based upon efficient business processes, well-defined measurements, best practices, and customer surveys
- Develop staff competencies, creativity, empowerment and accountability through appropriate development programs and show strong management involvement and commitment

Signed on behalf of The Marine & Property Group Ltd



Director

18th August 2021