Quality Policy

Gardiners are committed to providing services and products which meet clientsô expectations in terms of quality and reliability and will ensure that adequate resources are available to sustain our planned business objectives.

It is the policy of the organisation to commit and maintain a Quality Management System designed to meet the requirements of BS EN ISO 9001:2015 in pursuit of its primary objectives.

The Companyôs Quality Manuals define our quality objectives and key procedures which include how we commit to provide adequate physical and skill resources.

Client service is an essential part of the quality process and to ensure this is fulfilled, all employees receive training to ensure awareness and understanding of quality and its impact upon client service.

Gardinersô Top Management ensures that the Quality Management System requirements are communicated and understood throughout the Company and by relevant interested parties.

Gardiners' Top Management are responsible for ensuring the continuing suitability of this Policy, our Objectives and the Quality Management System. To ensure our goal of continuous improvement is met, Top Management carry out regular monitoring and reviews.

The requirements of the organisationôs Quality Management System are mandatory and all personnel have a responsibility and obligation to it.

Chris Gardiner
Managing Director

12th February 2026

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Gardiners is a trading term of R.F. Gardiner Limited, a company registered in England and Wales No. 03380790 – VAT reg.no. 302 3866 81

Gardiners

Quality Objectives

Gardiners Quality Objectives set measurable targets and focus our commitment to our clients. Our overarching quality objectives are summarised below with further SMART objectives detailed within our Quality Management System:

- To maintain an effective Quality Management System complying with BS EN ISO 9001:2015.
- To achieve and maintain a level of quality which enhances the Companyôs reputation with clients.
- To support this strategy and to encourage further quality achievements, the Company's management is committed to maintaining a continuous and visible commitment to quality, investment in people and infrastructure, and the continuous monitoring and measuring of performance required to maintain standards.
- To evaluate our plans for growth while maintaining our focus on the quality of our services.
- We will conduct our business in an ethical and professional manner.
- We will endeavour to satisfy our clientsôrequirements and get things right first time. Should we make a mistake, we will admit it and put things right as soon as possible.
- Evaluate our external providers to ensure that they are delivering quality that is consistent with our requirements.
- We will analyse client feedback data, internal performance data, financial performance data and business performance data to ensure that our Quality Objectives are being met.
- To ensure that our policies and procedures are reviewed and updated where applicable to remain relevant to current business practice.
- To achieve these primary goals, our marketing strategy is to focus on a manageable number of closely related market segments, determining our clients' expectations, and matching our capabilities in service and product provision to meet these expectations.

The following are guidance as to achieving Quality management and our approach to quality:

Standards and methodologies for project management quality assurance will be defined after consultation with the client and/or their representatives prior to commencement of work.

- Working in partnership with client and utilising a consultative approach to ensure broad client support.
- Effective processes to support arrangements for good governance and accountability.
- Input from individuals with appropriate subject or technical expertise to ensure development of outputs that are fit for purpose.
- Standards for output quality which adhere to relevant building codes of practice and/or agreed samples/standards.

It is the desire of Gardiners to ensure that all works meet or exceed the required standards and only by the careful management of the works can this quality be achieved. Our Quality Objectives are subject to review at least annually to determine that they are adequate and relevant to our current business purpose.

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