

## Quality Policy

GPA is a quality endorsed company committed to achieving and maintaining a client reputation for 'Excellence in Engineering Services'.

We, at GPA, embrace current management philosophies and model ourselves as a quality conscious and customer focused company.

Our core values are:

- We take pride in every task; we strive for excellence and innovation whilst providing exceptional client value.
- We are one team working in partnership with our clients.
- We foster an encouraging environment where everyone can reach their full potential whilst enjoying coming to work each day.
- We respect each other, our clients, our industry, the environment and the community in which we operate.
- We are committed and uncompromising in protecting the safety and health of our staff and those we interact with through our designs and practices.

These values form the basis of a continuous drive to provide superior service and solutions to the satisfaction of our clients.

We are committed to:

- Meeting and exceeding our own needs and expectations, as well as those of our clients;
- Complying with Statutory, Regulatory and ISO 9001 requirements;
- Providing a fulfilling work environment;
- Continually improving

To facilitate continuous improvement GPA has implemented an Improvement Request (IR) process.

Achievement of our goals and to support and enhance our strategic objectives necessitates the involvement, support and dedication of every person within GPA. In recognition of this, GPA will provide resources, employee training, personal development and recognition of excellence in order to foster a fair, rewarding and productive work environment.

This Quality Policy is to be communicated and understood by staff and will be available to relevant interested parties.

We are proud of our Certification as a quality endorsed company and to ensure that we continue to perform we set and periodically review measurable targets for our quality objectives.



Alf Sanzo  
Managing Director

23<sup>rd</sup> October 2018

