



## Quality Policy

The Quality Policy of City Building (Glasgow) LLP sets out our aim to provide products and services which meet the highest standards and specified requirements of our customers, whilst demonstrating quality performance and reliability.

City Building (Glasgow) LLP consider that the achievement of this objective as an integral part of management which requires effective planning, procedures and working practices at all levels and the provision of objective evidence to demonstrate quality and continual improvement.

This is achieved by working to documented Quality Procedures and operating instructions within a Quality System based upon the requirements of BS EN ISO 9001.

City Building (Glasgow) LLP commits the necessary resources to meet and maintain the requirements of the Quality Management System. The Divisional Director of Corporate Affairs will have overall responsibility for co-ordinating, developing and monitoring the Quality Management System.

We are committed to managing our procurement to achieve maximum efficiency, effectiveness and value for money in the acquisition of goods, services and works. Effective arrangements are in place to ensure purchased products conform to specified requirements.

We strive to select suppliers that are equally committed to working to recognised quality standards and who share our social inclusion ethos.

The Policy and associated procedures are available to all via our internal communications and is subject to an annual review by Senior Management.

A copy of the Quality Policy is also available on City Building's website, notice boards and a copy can be provided to interested parties on request.

City Building (Glasgow) LLP is committed to provide its customers with quality products and service.

A handwritten signature in black ink, appearing to read 'Frank McCafferty', with a large, sweeping flourish underneath.

Frank McCafferty  
**Executive Director**