



QUALITY POLICY

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1. Policy Statement

Dexacon Ltd is committed to delivering construction and property services that consistently meet or exceed our clients' expectations through professional project management, skilled workmanship, effective communication and continual improvement.

Quality is embedded throughout every stage of our operations, from the initial enquiry and quotation through procurement, construction, inspection, completion and aftercare.

Our objective is to deliver projects safely, on time, within budget and to a high standard of workmanship while maintaining honesty, integrity and professionalism.

2. Our Quality Commitments

Dexacon Ltd is committed to:

- **Delivering workmanship to a consistently high professional standard.**
 - **Understanding and meeting our clients' requirements.**
- **Complying with applicable legislation, regulations and contractual obligations.**
 - **Using competent employees, subcontractors and suppliers.**
 - **Selecting suitable materials that are fit for purpose.**
 - **Carrying out planned inspections throughout each project.**
 - **Identifying and correcting defects promptly.**

- Maintaining accurate project records.
 - Encouraging continuous improvement through lessons learned and customer feedback.
 - Building long-term relationships based on trust, reliability and quality.
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3. Quality Objectives

We aim to:

- Complete projects in accordance with agreed specifications.
 - Deliver projects within agreed programmes wherever reasonably practicable.
 - Minimise defects and rework.
 - Respond promptly to customer enquiries and concerns.
 - Improve customer satisfaction through excellent communication and service.
 - Promote a culture of accountability and pride in workmanship.
 - Review our quality performance annually and set measurable improvement objectives.
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4. Quality Management

Quality is managed throughout the project lifecycle by:

- Clearly defining the scope of works.
 - Reviewing project requirements before work begins.
 - Planning works effectively.
 - Procuring suitable materials and services.
 - Monitoring workmanship during construction.
 - Carrying out inspections at key project stages.
 - Recording variations and quality issues.
 - Completing snagging inspections before handover.
 - Ensuring defects are addressed within a reasonable timeframe.
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5. Roles and Responsibilities

Managing Director

The Managing Director is responsible for:

- Providing leadership and promoting a culture of quality.

- Ensuring adequate resources are available.
 - Reviewing quality performance.
 - Approving quality procedures and improvements.
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Managers and Supervisors

Managers and supervisors will:

- Ensure works are carried out in accordance with specifications.
 - Monitor workmanship and quality standards.
 - Coordinate inspections.
 - Address quality issues promptly.
 - Maintain accurate project records.
 - Support continuous improvement.
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Employees and Subcontractors

Everyone working on behalf of Dexacon Ltd is expected to:

- Carry out work with care and professionalism.
 - Follow company procedures and project specifications.
 - Report defects or quality concerns immediately.
 - Protect completed works from damage.
 - Maintain a clean, safe and organised working environment.
 - Take pride in delivering quality workmanship.
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6. Supplier and Subcontractor Quality

Dexacon Ltd will work with suppliers and subcontractors who demonstrate competence, reliability and a commitment to quality.

Where appropriate, supplier performance will be reviewed to help ensure materials and services consistently meet project requirements.

7. Inspection and Quality Control

Quality will be monitored through:

- Site inspections.
- Supervisor checks.

- **Material inspections where appropriate.**
 - **Stage inspections.**
 - **Snagging inspections.**
- **Practical Completion inspections.**
 - **Client feedback.**

Any defects identified will be recorded and addressed promptly.

8. Customer Satisfaction

Customer satisfaction is a key measure of our success.

We aim to:

- **Communicate openly and professionally.**
 - **Respond promptly to enquiries.**
 - **Keep clients informed of project progress.**
 - **Resolve concerns fairly and efficiently.**
 - **Learn from customer feedback to improve our services.**
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9. Continuous Improvement

Dexacon Ltd is committed to continually improving our Quality Management System through:

- **Regular management reviews.**
 - **Lessons learned from completed projects.**
 - **Staff training and development.**
 - **Customer feedback.**
 - **Internal audits and inspections where appropriate.**
 - **Review of defects, complaints and corrective actions.**
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10. Monitoring and Review

This policy will be reviewed annually, or sooner if required, to ensure it remains effective, compliant with applicable legislation and aligned with industry best practice.

Quality performance will be monitored through project outcomes, customer satisfaction, inspection findings and management reviews.

11. Our Quality Promise

At Dexacon Ltd, quality is more than the finished product—it is reflected in every interaction, every decision and every stage of the project.

We are committed to delivering construction services with professionalism, transparency and attention to detail, ensuring that our clients receive reliable workmanship and a positive experience from initial enquiry through to project completion and aftercare.