

## Quality Policy Statement

jhai can respond to any service delivery requirements of a Client provided that it is legally permissible. Service content is defined by the Building Act, Building Regulations, the Building (Approved Inspector etc.) Regulations, the Building Control Performance standards and the CIC Code of Conduct for Approved Inspectors. It is not permissible to alter, amend, add or subtract from the service content. jhai are committed to work to BS EN ISO 9001: 2015. jhai believe that quality to be inherent in all aspects of its service provision through the implementation of a quality management system that is continually reviewed to improve its effectiveness.

Quality objectives are established for relevant functions and levels within the Company by Top Management to continually improve the service. Quality objectives are measurable, subject to scrutiny and established at Management Review meetings.

All procedures relating to quality management system operated by jhai are issued with the authority of the Chief Executive and are maintained by the Compliance Manager. Responsibility for quality is incumbent upon all jhai personnel.

### jhai Quality Structure




Signed: Andrew Crooks Chief Executive

Date: May 2019