Quality Management Policy

TLJ Group Ltd believes that its market expects a continually improving service. We aim to continually improve the service we provide to meet our client requirements and to produce finished work that we can justifiably be proud of .We are committed to providing high quality services as a sub contractor for our clients that meet or exceed our clients expectations and regulatory requirements.

The company has achieved by implementing a management system that complies with the international standard of good practice ISO 9001 2015. It also includes a commitment to meet the requirements of our clients, as well as legal and regulatory requirements. Also to continually develop our systems to ensure it remain effective.

Only by providing an outstanding service and product quality can we achieve our aims of long term success and sustained improvements. We are committed to fulfilling our duties as a sub contractor under the Building Safety Act 2022 focusing on competence and management of building safety risks.

All personnel within the company are responsible for the quality of their work. TLJ Group Ltd provides training and has established systems to assist all personnel to achieve the standards required. While we endeavor to produce work and offer a service that we can be proud of, we have to recognise that there may be occasions when we may get a complaint, we are committed to investigating the complaint and will do our best to put right all justified complaints.

The policy, organisation and procedures necessary to achieve the required standards are described in our quality management system.

The HSQE Director is responsible for monitoring the quality system and reports regularly to the Director on the implementation, status and effectiveness of our systems.

This Policy has been approved & authorised by:

Name: Claire Martin

Position: HSQE and HR Director

Date: 21st September 2026 To be reviewed: September 2027

Signature: