

# MANILVA | CONTRACTS

## Quality Policy

Manilva Contracts Ltd provide services for painting/redecoration for London and the surrounding areas. Commitment to clients and to the highest levels of professional excellence will continue to be our prime objective. The establishment of a Quality Management Manual to BS Standard (BS EN ISO 9001: 2015) and regular monitoring/audits form part of that commitment.

Manilva strive to grow within the construction industry and wish to improve on current customer satisfaction by holding regular meetings to discuss projects, address any issues along with any client feedback. We also aim to maintain our client base and capture new clients by monitoring through external and internal audits, discuss and act on our findings at Management and project meetings. We have been members of prestigious external bodies such as Constructionline, CHAS, Safecontractor and DDC (formerly Azko Nobel) for many years and strive to maintain these standards of excellence. We are also committed to satisfy all legal requirements including the importance of following safety measures highlighted in The Building Safety Act 2022.

To achieve and maintain our objectives for growth and efficiency, it is of paramount importance that our quality systems and procedures are consolidated, documented and observed, and that these procedures are reviewed periodically and amended as necessary to continually improve the effectiveness of our Quality Management System. This is required to ensure that projects are planned, controlled with site meetings and successfully carried out and completed on time and in budget. Any project-related issues are promptly identified, discussed, noted and resolved. An Improvement Action log is kept to prevent recurrence.

As a company, we are committed to providing a high quality of service and this is maintained by the use of trained, competent and experienced employees. Staff will receive ongoing training and refresh old skills if necessary to ensure they are up to date with current requirements

Manilva will, where possible source local supplies and employ local labour to help with it's carbon footprint. All vans are updated every three years and will renew vehicles with electric greener options. Travel is considered and where we can public transport or car sharing will be used. Manilva take precautions with customer/client/staff details and have taken measures to ensure their data is protected outsourcing the IT and shredding services and will monitor regularly. A new Mental Health and Fatigue policy has been produced as Manilva recognize the need to support both staff and labour on all of its sites.

The co-operation and dedication of all staff will be tantamount to the success of the QMS and I will ensure this policy and the documented procedures are understood, implemented and maintained. The Quality Policy will be reviewed annually and is an "open" document as is the Quality Management System and a PDF version of this document has been inserted on to our website.

*Steve Falzon*

**Steve Falzon**  
**Managing Director**  
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Quality Policy Statement

Version 3

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