

**Jim McLachlan & Son**  
**Roofing Contractors Ltd.**



## Business Policy Statement

Jim McLachlan & Son Roofing Contractors provides a service of reliable and cost-effective roof contracting services throughout the Jersey area, to its customers. The service provided is highly responsive to customer needs, and to the special characteristics of the service being provided.

Our Business Policy is geared towards meeting our customers' expectations in full and, wherever possible, exceeding them. While meeting this primary policy objective, we will endeavour also to control and, wherever possible, improve our business processes in order to ensure that operations are conducted economically and effectively. We recognise that the service we deliver can only meet these expectations if our employees are competent in their tasks and motivated to undertake them to the best of their abilities. Our employees will be given the opportunity to develop their skills in an environment that is challenging, nurturing, and rewarding of their efforts. In return, we expect them to perform to the best of their abilities and to participate fully in the continuing development of the company.

Our Business Policy is the result of a Business Planning process that will result in the establishment of a set of Business Objectives intended to deliver our Business Policy to customers and employees. These Objectives will be agreed with those tasked with delivering them, and will have associated Management Programmes for their delivery. We shall review periodically how well our Management Programmes are being delivered, and shall modify our Objectives and Policy where required.

We shall provide and manage the resources necessary to deliver our Objectives, and to provide a safe and suitable workplace for all of our employees and for all other members of the public directly affected by our operations. We shall use monitoring and measuring techniques to assess, on an ongoing basis, how the services we provide meet the expectations of our customers, and also how well our own internal processes are operating. The information from these monitors and measures will be used to continually seek ways of improving our service to customers and our processes for service delivery. The results of these monitors and measures will also be used as feedback into our Business Planning process. We shall make this Policy and the resultant Objectives known to all our employees and will demonstrate our belief in it through our own personal commitment and involvement.

Signed and dated:-

Business Policy  
Print Date; 8<sup>th</sup> February 2011

Jim McLachlan & Son Roofing Contractor  
Management System Procedure

Page 1 of 1  
Valid only on date of print