

		GROUP	
Policy Name	QUALITY POLICY	Date & Issue	10/01/2020 Issue 10
Approved	<i>Executive Committee</i>	Doc. Ref. No.	GRP-POL-14

QUALITY POLICY

Countryside was founded in 1958 and is a leading UK home builder specialising in place making and urban regeneration. Our business is centred around two complementary divisions, Partnerships and Housebuilding. Our Partnerships Division specialises in urban regeneration of private and public sector land, delivering open market, private rented and affordable homes by working with local authorities, housing associations, private rental sector landlords and on occasion private landowners. The Division also operates two modular panel factories producing products for exclusive use within the business. The Housebuilding Division, operating under Countryside and Millgate brands, develops sites that provide open market and affordable housing, on land owned or controlled by the Group. The Group operates across London, the South East, the North West, the Midlands and South Yorkshire.

The Group aims to ensure that its products, services and operations meet the needs of its customers and other interested parties at all times. To achieve this, the Group is committed to its vision, values and its objectives which are supported by our ISO 9001:2015 Certificated Management System.

Our values:

- **Aspirational**
We build homes people aspire to live in and a company people aspire to be a part of.
- **Sustainable**
We ensure the long term future of our developments, our people and our company through our thinking and approach.
- **Partnering**
We collaborate with our partners to achieved shared goals, mutual success and places of exceptional quality.
- **Integrity**
We deliver our promises and hold ourselves to a high standard of personal conduct.
- **Respectful**
We respect everyone we work with, the communities in which we develop and the future we contribute to building.
- **Excellence**
We strive for excellence and continuous improvement in every endeavour.

We achieve these by focusing on:

Financial Health

Maximise the profitability and cost effectiveness of the Group and the returns it generates on capital employed, by delivering commitments, growing the business, strengthening the platform for the future, lifting performance and enhancing its financial health.

- **Our People**
By encouraging a climate of professionalism, teamwork, enjoyment and continuous development and by empowering them to achieve success.
- **Our Customers**
By ensuring to the very best of our ability that we manage, meet or exceed, their expectations.
- **Our Products & Services**
By providing quality and good value products and services which meet required industry and government standards and are consistently better than our competitors.

QUALITY POLICY

- **Our Environmental, Social and Ethical Awareness**

By contributing to the creation and improvement of residential communities and work places in an environmentally and socially responsible, sensitive and sustainable manner.

- **Our Safeguards**

By recognising the value of promoting high standards in all health, safety and welfare matters, for the benefit of everyone who comes into contact with our operations.

The Group will establish measurable quality objectives in relation to the above commitments. These objectives will be recorded within the policies, procedures and documentation to which they specifically relate.

The Group will conduct its business in accordance with its Customer Charter, the Customer Satisfaction Strategy, the principles of Quality Assurance, adhering to the International Quality Management Standard ISO 9001:2015, and the Consumer Code.

The Group will undertake an annual review of this Policy and its environmental, social and ethical objectives to ensure continuing suitability and effectiveness with the intent of continually improving the Group's Management systems and adding value to the business.

Employee training supported by personal development reviews, will be an integral part of the Group's strategy in achieving its Policy objectives.

Organisation

A member of the Executive Committee is Chairman of the Health Safety Environment and Quality Committee. The remit and constitution of the Committee shall be determined by the Executive Committee.

This Corporate Quality Policy is regularly reviewed and supported by a number of issue specific policies and procedures. These can be viewed on the Corporate Website at <https://www.countrysideproperties.com/>