



Quality Policy Statement

Introduced: August 2024

Next review date: August 2026

We Are Ease Limited is the County's leading provider of Construction Management services within the Devon and Cornwall area.

We recognise that continued business success depends upon the quality of the service that we provide to our customers. The business must satisfy the needs of each customer by providing a service which meets their individual requirements and is specific to them in order to achieve success. As a business, we know we must maintain a reputation for the delivery of a knowledgeable, skilled, reliable and quality service; not only with customers and employees but also the wider business community, competitors, suppliers and the public at the locations we operate.

The businesses main aims are:

- To consistently uphold our core values of Integrity, Collaboration, Cheerfulness, Accountability and Professionalism in all we do
- To deliver an excellent service that as a minimum meets contractual and legal requirements to our customers
- To deliver a personalized delivery service that is tailored to each of our customers' needs
- To obtain repeat business on a Construction Management basis
- To attract new clients to the benefits of Construction Management
- To continue to grow our reputation as a reliable, honest, sustainable and professional delivery partner for our clients' projects
- To have well trained, valued and motivated employees
- To be commercially sustainable

One of our key strategies to operating a successful business is continued engagement from repeat customers. In order to enhance future customer service, we aim to seek feedback from all our customers on how our services have been delivered for them and to take serious and track all complaints through a recorded process of complaint tracking, resolution and review on an ongoing basis. Feedback at the end of each project will be recorded and taken forward to monitor and review recurring and new issues and what steps need to be taken to resolve them.

The company seeks to build strong working relationships throughout the business with empowered teams responsible for their own outputs and progression. Regular and detailed Professional Development Reviews will be undertaken for each employee at intervals throughout their development to monitor and assess their progression and growth, always with a view to improve and challenge themselves.



We Are Ease Ltd, The Pavilion, Moorhaven, Bittaford, Ivybridge, Devon, PL21 0TZ

Company Reg No.: 10436920. VAT No.: 257842767. Reg. Address: c/o Mark Holt & Co, 7 Sandy Court, Ashleigh Way, Langage Business Park, Plymouth, PL7 5JX

We Are Ease’s Quality Policy will be reviewed annually (as a minimum) by the Managing Director in order to ensure that the policy remains relevant, suitable and adequate for the business and it will be used as a tool to set specific Quality Objectives. Both this document and the companies project specific Quality Management Plans form the backbone of the companies Quality Management System.

The effectiveness and continued suitability of the Company’s overall Quality Management System will be monitored and audited internally and assessed at management review meetings. Regular review of the Quality Management System will help to ensure that continuous improvement is achieved, and that the business develops.

Roles and Responsibilities

Managing Director:

To establish and champion the company’s quality policy and monitor overall company performance against the policy taking action where required and to enable this process by provision of suitable resources and management processes to deliver the policy.

Associate Directors:

To establish and manage the quality management system in accordance with the quality policy and undertake regular internal and external audits of quality management systems and improve and implement new standards where identified.

Individual Staff:

To comply with the company’s quality management policy and systems as part of their duties and to search for ways to improve our quality standards and make recommendations to senior management.

Signed  Date 29th August 2025

Dafydd Hollyman, We Are Ease Ltd Director

| Document Control | | | | |
|------------------|------------|---------------|--|-----------------|
| Version | Issue Date | Revision Date | Changes Made | Approved by: |
| 1.0 | July 2023 | 29/8/2024 | Initial Issue | D Hollyman (MD) |
| 2.0 | | 29/8/2025 | Senior Managers to Associate Directors Directors to Managing Director | D Hollyman (MD) |

