

## QUALITY POLICY

Cybi Cyf is a family run business based in Gwynedd, North Wales which provides professional engineering and ground works services to a variety of public and private sector clients, specialising in excavation, ductwork, pipe laying, drainage, reinstating and hot works.

Cybi Cyf aims to be a major company in the civil engineering sector delivering excellent customer service whilst providing good employment opportunities for local people.

Cybi Cyf is committed to continual improvement in the quality of service it delivers and to comply with applicable legal and other compliance obligations to which it subscribes. To help us achieve our aims and meet our commitments senior management have invested resources to establish and maintain a Quality Management System aligned with BS EN ISO 9001:2015. The management system is based on the principles of:

- **Customer focus** – Meeting their requirements and exceeding their expectations.
- **Leadership** – Providing unity of purpose and direction.
- **Engagement of people** – Encouraged staff management communication.
- **A process approach** – Develop processes for achieving consistent and predictable results.
- **Improvement** – Ongoing focus on improvement.
- **Evidence-based decision making** – Decisions based on the analysis and evaluation of data.
- **Relationship management** – Managing our relationships with our clients and stakeholders.

Cybi Cyf is committed to adopting these principles and to continual improvement of the management system whilst establishing relevant quality objectives. Through sound leadership at all levels and effective communication with our stakeholders Cybi Cyf will deliver the principles and goals set out in this policy.

**Harri Pritchard**

Managing Director



## Version Control and Change History

### Change History

| Version | Date           | Comments  |
|---------|----------------|---|
| V 1.0   | December 2013  | Document Created  |
| V 2.0   | July 2014      | Formatting changes e.g add logo, change font, add address at the bottom |
| V 3.0   | July 2015      | Review Document, minor formatting changes.                              |
| V 4.0   | July 2016      | Annual review and re-format document                                    |
| V 5.0   | July 2017      | Annual review, sentence added to correspond with new standards          |
| V 6.0   | August 2017    | Sustainability statement added  |
| V 7.0   | August 2018    | Annual review – no changes  |
| V 8.0   | August 2019    | Annual review – no changes  |
| V 9.0   | August 2020    | Annual review – no changes  |
| V 10.0  | September 2021 | Annual review – document reformatted no changes to content              |
| V 11    | September 2022 | Annual review – no changes to content                                   |
| V 12    | September 2023 | Annual review – no changes to content                                   |
| V 13    | August 2024    | Annual review – no changes to content                                   |
| V 14    | APRIL 2025     | AMEDED ADDRESS AT THE BOTTOM  |

### Review Schedule

| Review cycle | Date of Last Review | Reviewed By  | Authorised (for Cybi Cyf ) | Date of Next Mandatory Review |
|--------------|---------------------|--------------|----------------------------|-------------------------------|
| As required  | July 2014           | Gwenno Jones | Harri Pritchard            | As required                   |
| As required  | July 2015           | Gwenno Jones | Harri Pritchard            | As required                   |
| As required  | July 2016           | Alan Roberts | Harri Pritchard            | As required                   |
| As required  | July 2017           | Alan Roberts | Harri Pritchard            | As required                   |
| As required  | August 2017         | Gwenno Jones | Harri Pritchard            | As required                   |
| As required  | August 2018         | Gwenno Jones | Harri Pritchard            | As required                   |
| As required  | August 2019         | Gwenno Jones | Harri Pritchard            | As required                   |
| As required  | August 2020         | Gwenno Jones | Harri Pritchard            | As required.                  |
| As required  | September 2021      | Gwenno Jones | Harri Pritchard            | As required                   |
| As required  | September 2022      | Gwenno Jones | Harri Pritchard            | As required                   |
| As required  | September 2023      | Gwenno Jones | Harri Pritchard            | As required                   |
| As required  | August 2024         | Gwenno Jones | Harri Pritchard            | As required                   |
| As required  | April 2025          | Gwenno Jones | Harri Pritchard            | As required                   |