

Quality Policy Statement



Quality Policy Statement

At **Marcon Fit-Out Ltd**, we are committed to delivering high-quality specialist joinery, construction and fit-out solutions that consistently meet the expectations of our clients, stakeholders and other interested parties, while complying with all applicable statutory, regulatory and contractual requirements.

Our work spans specialist joinery manufacturing, high-end retail environments, quick service restaurants, commercial fit-out, refurbishment, heritage restoration and new build projects. Quality is fundamental to the successful delivery of these services and is embedded throughout every stage of our operations, from design coordination and manufacturing through to project delivery and client handover.

To support this commitment, Marcon operates and continually improves a Quality Management System certified to ISO 9001:2015, ensuring our processes are structured, controlled and aligned with the strategic direction of the organisation.

Through this system we will:

- Deliver projects that meet or exceed client specifications, contractual requirements and applicable legal and regulatory obligations.
- Ensure quality is embedded throughout the design, procurement, manufacturing, construction and installation processes.
- Establish and review measurable quality objectives that support business performance, operational excellence and customer satisfaction.
- Maintain robust quality assurance, inspection and verification processes to ensure consistent standards of workmanship, materials and project delivery.
- Work collaboratively with our supply chain partners and subcontractors, ensuring materials, products and services meet the standards required by Marcon and our clients.
- Promote a culture of competence, accountability and continual improvement through leadership, training and engagement across the organisation.
- Use performance monitoring, internal audits, lessons learned and client feedback to continually improve the effectiveness of our Quality Management System.

Senior leadership is responsible for ensuring this policy is implemented, communicated and understood throughout the organisation, and that adequate resources are provided to support its effective operation.

This policy provides the framework for establishing and reviewing our quality objectives and for continually improving our management systems, ensuring Marcon continues to deliver excellence in specialist joinery, construction and fit-out across all sectors in which we operate.

A handwritten signature in black ink, appearing to read 'Mark O'Connor', written over a horizontal line.

Mark O'Connor
Managing Director

A handwritten signature in black ink, appearing to read 'Mark McElroy', written over a horizontal line.

Mark McElroy
Managing Director

Dated: 01.04.2026