



Quality Policy

Tower Cranes / Transport / Power Generation / Spray Painting / Shot
Blasting / Fabrication / Training and Contract Lifting

Falcon Group Services Ltd
Shipdham Airfield Industrial Estate
Shipdham, Thetford, IP25 7SD

Our Philosophy

Falcon Group Services Limited (the 'Group') aims to provide defect free products and services to its customers on time and within budget.

The Organisation operates a Quality Management System that has gained BS EN ISO 9001: 2015 certification.

The management is committed to:

- Develop and improve the Quality Management System and to lead by example.
- Continually improve the effectiveness of the Quality Management System and delivery on the groups targets and objectives.
- The enhancement of customer satisfaction.

Our Commitment

The management has a continuing commitment to:

- Ensure that customer needs and expectations are determined and fulfilled with the aim of achieving customer satisfaction.
- Communicate throughout the Group the importance of meeting customer needs and all relevant statutory and regulatory requirements.
- Establish the Quality Policy and to set Quality Objectives at relevant functions, levels and processes.
- Ensure that the Management Reviews set and review the Quality Objectives, and report on the internal audit results as a means of monitoring and measuring the processes and the effectiveness of the Quality Management System
- Ensure the availability of resources.
- We recognise and meet our compliance obligations, including relevant industry, legal and regulatory codes of practice.
- The structure of our Quality Management is defined within in the Integrated Management System (IMS).
- All personnel understand the requirements of this Quality Policy and abide with the contents of the IMS Manual.
- The Organisation constantly monitors its quality performance and implements improvements when appropriate.

This Quality Policy is regularly reviewed to ensure its continuing suitability by the QHSE Administrator and reports regularly to the Managing Director on the system's implementation, status and effectiveness.

Quality objectives:

- Close out internal and external audit findings
- Supplier/contractor prequalification questionnaires monitor to ensure they meet the required product standards, to include how products are sourced.
- Customer satisfaction feedback and complaints logged, root cause and failure analysis.
- Non-Conformance
- Breakdown

Copies of the Quality Policy are made available to all members of staff and to relevant interested parties. Copies of the minutes of Management Reviews, or extracts thereof, are provided to individual members of staff in accordance with their role and responsibilities as a means of communicating the effectiveness of the Quality Management System.

This Policy applies to:

*Falcon Tower Crane Services Ltd, incorporating Falcon Power Generation, Falcon Contract Lifting, Falcon Paint Shop, Falcon Fabrication and Falcon Training
Falcon Freight Limited and Rober Harwood Trading (East Anglia) Limited*

Andrew Brown
Managing Director
July 2026

Owner: Health and Safety Dept	Version: 4	Issue Date: July 2023 Reviewed: 31/07/2026	FPD 032
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UNCONTROLLED WHEN PRINTED

It is the responsibility of the user to ensure they are working with the latest revision