

Quality Policy



White Horse Contractors Ltd is recognised as a market leader, specialising in natural and synthetic sportsturf, utility, civil, environmental and water engineering projects. Our activities include the design, construction and drainage of grass pitches, all weather surfaces, cricket fields, golf courses and equestrian facilities, and our expertise extends to utility pipeline drainage, agricultural and civil engineering schemes. In addition, the company owns, maintains and operates a comprehensive, modern fleet of plant and equipment, undertaking a diverse range of operations, including earthmoving and landscaping works.

Our objectives are centred around providing our customers with solutions and services that meet their highest expectations in all respects, but particularly in relation to quality, value for money, performance, safety and reliability. Our policy provides a framework for establishing and reviewing these measurable objectives at the Management Review.

This is achieved through the commitment of all White Horse Contractors' staff, who have been selected for their skills, knowledge and experience, and by the company, which recognises and supports on-going training and learning. In addition, the effective application of the White Horse Contractors Quality Management Manual, which satisfies the requirements of ISO9001:2008, is maintained and continuously improved through proactive involvement of all staff. Effective communication, training, internal and external audit, and management review are all fundamental to the success of the business.

Through continuously reviewing the suitability, and improving our processes and procedures, we ensure efficiency and quality at all levels and stages of our business. Our client list, repeat orders and continued profitability are a measure of the extent to which we are able to satisfy our clients. It also ensures continuity for the future of our business.

Ultimate responsibility for the success of the business rests with the Managing Director. In recognising the importance of quality management and business improvement, a Compliance Manager has been appointed who has the responsibility for all matters associated with the maintenance and continual improvement of the quality management system.

It is a condition of employment that all staff follow the agreed processes and procedures and apply the highest principles of quality and good business practice at all times.



Gary Kneller
Managing Director
12th May 2015