



## Quality Policy Statement

We are committed to excellence in all aspects of our undertaking, including our management and control of the quality of the services we provide to clients.

It is our policy to strive to implement the following quality-related principles, namely, but not limited to:

- ensuring that management and employees (and those working under our managerial control) are aware of our commitment to satisfying our clients' expectations and requirements;
- reviewing client feedback to identify areas and opportunities for improvement;
- understanding the needs and expectations of our clients;
- ensuring suitable work equipment is provided and, as necessary, calibrated;
- investigating the reasons and reducing the causes for complaints;
- striving to ensure there are zero defects in the services we provide;
- striving to have zero ethical breaches in the way we run our business.

We will develop, record and track the delivery of quality-related objectives that will be used to support us in continually improving our quality performance.

In measuring our success in achieving these principles, we shall undertake internal audits to assess the implementation, delivery and effectiveness of our management system.

We will encourage our clients to give us feedback on the service they receive from us.

Through effective communication and by ensuring the competence of our employees (and those working under our managerial control), we aim to raise awareness of the importance of quality in sustaining the business.

We will, at appropriate intervals, conduct management reviews to ensure we provide a professional, responsive and reliable service to clients.

We will inform our employees (and those working under our managerial control) of their quality-related responsibilities.

We will provide our employees (and those working under our managerial control) with adequate quality-related information and, as appropriate, training to ensure they are competent to discharge their responsibilities.

We are committed to working with our suppliers and subcontractors to maintain the highest quality standards.

We will maintain and implement a documented management system conforming to the requirements of BS EN ISO 9001:2015, Quality Management Systems - Requirements.

We will provide sufficient resources to ensure this policy is effectively implemented.

We will periodically review and, as necessary, revise this policy statement to ensure its continuing appropriateness to meet our managerial and operational needs.

### Approval and authorisation.

This policy statement is approved. It replaces the previous version and has immediate effect.

A handwritten signature in black ink, appearing to read 'Ken White', written in a cursive style.

**Ken White**  
**Managing Director**  
**Reviewed 6 Jan 2020**