



## QUALITY POLICY STATEMENT

Quality is important to our business because we value our customers. We strive to provide our customers with a service that meet or even exceed their expectations.

The aim of our quality management system is to ensure that:

1. We deliver a quality service to maintain excellent customer relations.
2. Customer satisfaction remains inherent to our business.
3. Our customer requirements have been fully understood and met.
4. All work is carried out consistently to a defined standard.
5. We have the skills and resources to fulfil our customer requirements.
6. Our staff are fully trained and involved in quality improvement.
7. We only use services that meet our own quality standards.
8. A professional approach to customer interface is maintained at all times.
9. Any complaints are dealt with efficiently and within an acceptable time period.

The management of the company will strive to continuously improve their operations by listening to ideas that come from the employees, and keeping abreast of new technology and working practices that could be applied. These will be evaluated at the annual Management Systems review meeting.

Though the Chief Executive Officer has ultimate responsibility for Quality, all employees have a responsibility within their own areas of work so helping to ensure that Quality is embedded within the whole of the company.

Signed: \_\_\_\_\_

Chris Lee

**Position:** Chief Executive Officer

**Date:** January 2024