



## Quality Policy Statement

"By always innovating and always treating people with respect, we can make the modern world a great place to live and work."

We aim to continually improve the products and services we provide to meet our Client's requirements and to produce finished work that we can justifiably be proud of.

We aim to achieve the above by implementing a quality management system that complies with the international standard ISO 9001:2015. It also includes a commitment to meet the requirements of our Clients, legal and regulatory requirements, the continual development of the system and helping to ensure it remains effective.

Only by providing an outstanding service and quality will we achieve our aims of long-term success and sustained improvements.

All personnel within the company are responsible for the quality of their work. The company provides training and has established systems to assist all personnel to achieve the standards required. While we endeavour to produce work and offer a service that we can be proud of, we have to recognise that we don't always achieve our own standards. When a Client complains, we are committed to investigating fully and will do our best to put right all justified complaints.

The policy, organisation and procedures needed to achieve the necessary requirements are described in our quality management system.

The Head of Managed Services is responsible for monitoring the quality system and reports regularly to the Senior Management team on the system's implementation, status and effectiveness.

The objectives of the company are set out in the quality manual. Objectives for individual jobs are to carry out the works to the satisfaction of the Client and in accordance with the contract as agreed with the Client.

