



# Quality

## HS03 - Quality Policy

The Company's Quality Management System complies with the requirements of BS EN ISO 9001:2015 and as such, this enables us to offer our Clients a proven level of Quality Assurance.

### It is our Policy to:

- Ensure that all Contracts are carried out to the Client's specification, complying with all current regulations, and with particular emphasis on quality and safety, using experienced operatives to achieve this aim whilst continually striving to provide constant improvements in methods of working.
- Supply services to our customer's satisfaction and to ensure that internal operational procedures are suitable for this purpose.



The Management Team are committed to continuous improvements of the Quality Management System. This will be monitored by the Managing Director who holds ultimate responsibility for formulating and implementing the Policy. The Managing Director shall be assisted by the General Manager and SHE Manager. This commitment will be conveyed to the rest of the Company at Management Review meetings which will be held at least annually.

The Company includes measures to ensure that it is aware of current and potential future needs and expectations of present, potential customers and interested parties (people in the Company, suppliers and partners, community and the Public affected). Such measures include identifying market opportunities, assessing and improving current weaknesses and competitive advantage, meeting statutory and regulatory requirements, providing adequate resources, etc. Whilst implementing these measures and having identified our competition, we will assess the market to ensure that we add value to our Clients.

All documentation is subject to control by the Managing Director. The basis of this control is to ensure that the latest copies, relevant to the accomplishment of work are available at the time and place of work, to ensure the effective functioning of the Company's operations, processes and quality management system.

Compliance with the requirements of the Quality Management System is the responsibility of all employees.

Throughout all processes, the Company will monitor its procedures through audits and inspections, to ensure that the Company continues to support customer needs and expectations. Where non-compliance is identified, we will implement appropriate corrective, preventative and improvement actions through our Non-conformance Procedure.

The Company will conduct Management Reviews of the Policy at least annually to ensure it remains relevant and effective with respect to the Company's procedures and services.

**Ian fern, CEO**  
January 2026