

QUALITY POLICY STATEMENT

Version No.	Issue Date.	Last Review	Next Review	Pages
2	January 2020	January 2024	January 2026	1

Section 1.0 Scope of Quality System

1.1 The Quality System described applies to all contracts and activities carried out by the Company.

1.2 **Quality Statement**

Enviroserve recognises it has a responsibility to manage the quality of the products and services it provides to all Customers.

The Company has achieved the implementation, operation, maintenance, review and improvement of a Quality Management System in accordance with BS EN ISO 9001:2015 to assist with the management of quality matters.

The Company, so far as is reasonably practicable, proposes in particular:

- a) To ensure adequate resources for the Quality Management System requirements
- b) To plan for quality requirements in all existing and future activities of the Company
- c) To ensure compliance with contractual and legal requirements and standards
- d) To maintain standards in line with current best industry practice
- e) To provide adequate training and development of all staff to ensure they are capable
- f) To assess the capability of suppliers and sub-contractors and only use those known to meet quality requirements
- g) To monitor quality performance by audits, reviews of complaints and non-compliances and measurement of Customer satisfaction to ensure required standards are maintained and to identify areas where corrective or preventive actions are required
- h) To set objectives, targets and programmes with a view to continual improvement of the Quality Management System

Senior Management shall appoint a Management Representative with the responsibility for the overall operation of the Quality Management System and to report to them on the system effectiveness.

Senior Management shall further ensure that this policy is a) communicated to all staff and other interested parties and b) that the policy and the Quality Management System are reviewed to ensure they are up to date, effective and meet the overall objectives towards quality.

Signed:



Name: Neil Stephens

Position: Managing Director