

## Quality Policy Statement

Owls Hall Environmental Ltd "*The Company*" is dedicated to ensure that all of its products and services fully meet the requirements of its customers at all times. The goal of the Company is to achieve the highest level of customer satisfaction.

The Company believes in the concept of client and supplier working together in pursuing this policy and in continually striving for improvements in service quality.

This quality policy is based on 3 fundamental principles:

1. Ensuring that we fully identify and conform to the needs of our customers.
2. Looking at the service we provide, identifying the potential for errors and taking the necessary action to eliminate them.
3. Ensuring everyone has an understanding of our client requirements and performs their job to the highest standard first time.

To ensure that the policy is successfully implemented, staff will be responsible for identifying customer requirements, and ensuring that the correct procedures are followed to meet those requirements.

Objectives needed to ensure that the requirements of this policy are met and that continual improvement is maintained in line with the spirit of the policy, will be set, determined and monitored at Management Review.

The quality policy principles and objectives will be communicated and available to staff at all times. Training will be an integral part of the strategy to achieve the objectives.

Within this Policy we are committed to operating the Company under the disciplines and control of a Quality Management System, planned and developed jointly with our other management functions.

All staff within the Company are committed to operating continuously to this standard and we will maintain the necessary Quality standards consistent with our customer requirements.

Our Company will constantly review and improve on our services to ensure tasks are completed in the most cost effective and timely manner for the benefit of all our customers and clients.

We shall ensure that all our personnel understand and fully implement the Company's policies and objectives and are able to perform their duties effectively through an ongoing training and development programme.

**Signed on behalf of Owls Hall Environmental Ltd.**



Craig Finbow  
Director of Health and Safety Responsible for Quality  
26th August 2015

Review Date: 25th August 2016