



Quality Policy Statement 2025 - 2026

The company is committed to operating every aspect of the business to those standards that offer the highest possible quality of service to our clients.

The management believes that customer (client) satisfaction is an important key to the success of the business and this message is cascaded throughout the company.

Our objective is to achieve customer satisfaction and repeat business by providing services that conform to, or exceed, our client's requirements and by working to eliminate the potential for errors.

We will ensure that this Quality Policy Statement, and the associated procedures, is applied to all activities and work undertaken within the company by:

- The establishment and regular review of business objectives through an effective monitoring and management review process
- Ensuring that we fully identify and conform to the needs of our customers, meeting or exceeding our customer's expectations for product quality and performance
- Timely delivery of products and services
- Immediately addressing and resolving any issues, preventing problems from occurring and/or recurring, and thereby earning our clients' trust
- Continuously improving our processes and systems
- Ensuring that all personnel are properly trained to fully understand, effectively implement and maintain this Policy so that they are better able to serve our customers.

All Company operations, decisions, plans and actions will be conducted in accordance with this Policy.

This Policy Statement will be reviewed on an annual basis by the Senior Management Team.

Signed:

Matthew Ellison – Director

Issue Date: 1st May 2025

Review Date: 1st May 2026

Doc Ref: ELC - 010	Doc Name: Quality Policy Statement	Rev No. Rev 1
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Quality Checklist

Client	Site		
Date	Auditor		
Inspection Requirement	Compliance Achieved		Comments
	Yes	No	
Materials Inspected prior to use			
Equipment inspected prior to use			
RAMS have been approved			
Works specification has been agreed.			
Works reviewed and signed off by the client			
Staff are aware of the clients site safety requirements and controls			
Any issues are addressed as required			
Works have been carried out to the required standard			
General Comments:			
Auditor Sign:			

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