



Owls Hall Environmental – PL-014 Quality Management Policy

Owls Hall Environmental has evolved a policy statement incorporating its Business Strategy and Mission Statement which encompasses the aspirations of the business, employing quality as the foundation stone for continually improving all the aspects of its business operation.

Owls Hall Environmental will continue to strive for the highest possible standards of customer service and product quality in all aspects of its business. Our commitment to quality is fundamental to our long-term success, so all employees at Owls Hall participate in quality and reliability assurance activities as part of their basic job responsibilities. Every function and every individual is accountable for a defect-free operation.

To enable this policy to be effective the Directors will:-

- Provide documented Company Procedures.
- Ensure all contracts are processed in a uniform and satisfactory manner by using well proven project management techniques.
- Set quality objectives with measurable targets during Management Review Meetings.
- Cascade these objectives throughout the Company.
- Regularly review and change objectives according to the current policy of the Directors.
- To ensure that all its employees are working in a safe infrastructure and environment, at all times.
- Provide suitable training to continually improve employee performance
- Provide suitable resources.
- Encourage all staff to suggest ways of improving our operations.

Craig Finbow: Managing Director

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Signed:

A handwritten signature in blue ink, appearing to read "cfinbow", is written over a light blue horizontal line.

Date: 03/01/2020

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