## **Company Quality Policy**

It is our established policy to provide professional environmental related services to standards that consistently comply with the agreed requirements and expectations of our customers.

Annual business planning/strategy reviews are conducted by the managers and Directors from which key objectives are identified and implemented. These include Quality as well as Environmental and Occupational Health & Safety objectives.

Demonstrating our commitment to Quality, we have established and documented an Integrated Management System (IMS) that applies to all related functions within the organisation. This includes the commitment to satisfying the requirements of ISO 9001, as part of our wider Integrated Management System, and all related customer, regulatory and statutory requirements with an emphasis on continuously improving the Company's performance and enhancing customer satisfaction.

The Company is committed to meeting and exceeding customer, statutory and regulatory requirements

The Integrated Management System is subject to regular audit and review with a commitment to continual improvement of the IMS.

This policy requires all employees to adhere to company processes in order to support the business operations.

The IMS Manual, together with associated processes and documents are mandatory and must be adhered to at all times. It is the responsibility of all employees to ensure their responsibility in maintaining the IMS and that it remains effective at all times.

Jason Lovering Director

Five Rivers Environmental Contracting Ltd

01 February 2019

