

# QUALITY POLICY STATEMENT



HTS (Property & Environment) Limited (the Company) ensures that this statement and the associated procedures apply to all activities and work undertaken within the company. The Company can demonstrate its ability to consistently meet customer, statutory and regulatory requirements together with its commitment to enhance customer satisfaction through open engagement with our clients and continual improvement of our systems.

The Company's success is based on the quality and commitment of its experienced and professional management and technical personnel. Ongoing development of our operations and upgrading of equipment and facilities ensure that we combine the best in modern building techniques with a highly trained and customer focussed workforce. We are committed to producing a quality product through providing our clients with a quality service throughout the delivery of our projects and services.

The Company's approach is to listen and openly discuss the individual needs of our clients so that they receive what they require and more importantly, know exactly what they are getting before any work is commenced. We work closely and collaboratively with our clients throughout delivery to ensure their expectations are met.

The Company's philosophy is to maintain, and improve if possible, our record of providing work of the highest quality, in accordance with the clients' requirements, on time and within budget. To this end we endeavour to work as a team in a spirit of co-operation with the client and their representatives.

The Company is committed to:

1. Continue to fully meet the requirements of BS EN ISO 9001: 2015
2. Setting and monitoring Targets and Objectives
3. Reduce incidents and customer complaints
4. Identify improvements to existing working practices
5. Provide a quality service through the delivery of projects and end products
6. Continually evaluate the effectiveness of Quality Assurance Plans, Work Plans and Task Briefing Sheets etc.

For the Company to achieve the above objectives, all employees & sub-contractors must:

7. Understand the client's and customer's requirements
8. Be responsible and accountable for the quality of service and quality of work

The Company Directors are totally committed to this Statement which complies with the requirements of BS EN ISO 9001: 2015 and is understood and implemented by all employees & sub-contractors.

This statement will be reviewed annually (or as and when required) by the Directors. It is briefed and acknowledged by all employees on induction and following any policy changes.

John Phillips  
Managing Director

For and on behalf of HTS (Property & Environment) Limited  
February 2018