

QUALITY POLICY STATEMENT



HTS (Property & Environment) Limited (the Company) delivers housing repairs and maintenance as well as environmental works for Harlow Council.

The Company recognises its responsibility to provide our clients with a quality service through the delivery of our projects and services, which meets and even exceeds, their expectations.

We are committed to continuous improvement and have established a Safety, Health, Environment and Compliance (SHEC) Management System which provides a framework for measuring and improving our performance.

We strive to consistently meet high standards of customer, statutory and regulatory requirements. We are committed to enhancing customer satisfaction through open engagement with our clients and continual improvement of our systems.

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. Continually striving to fully meet the requirements of BS EN ISO 9001:2015
2. Regularly gathering and monitoring customer feedback
3. Maintaining a customer complaints procedure, in collaboration with Harlow Council
4. Selection and performance monitoring of subcontractors against set criteria
5. Training and development for our employees
6. Regular audit of our internal processes
7. Measurable quality objectives which reflect our business aims
8. Management reviews of audit results, customer feedback and complaints

This policy statement is posted on Company Notice Boards in each department and can also be found in the SHEC Management System.

The Company Directors are totally committed to this Statement which complies with the requirements of BS EN ISO 9001:2015.

All employees have a responsibility within their own areas of work to help ensure that Quality is embedded within the whole of the company.

Our internal procedures are reviewed regularly and are held in our SHEC Management System, available to all employees, stakeholders, business partners and any other interested parties.



John Phillips
Managing Director

For and on behalf of HTS (Property & Environment) Limited
February 2023