

# SMITH'S (GLOUCESTER) LIMITED

## The "Company"

### QUALITY SYSTEM - POLICY STATEMENT

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The board and senior management have considered the appropriateness of implementing a formal quality system. At this time we do not believe that such a formal system would improve how we operate our business or improve the quality of the services and products that we provide to our customers. We appreciate that circumstances change and we therefore continually review this decision.

In arriving at this position we take into account the diverse products and services that our various divisions offer and the complications and costs that would be inherent in implementing a formal quality system that would encompass all those divisions.

Instead our quality standards are maintained through our formal health and safety procedures; through our employee disciplinary procedures; through the close regulation of various government bodies (such as the Environment Agency, DVSA and the Health & Safety Executive); through membership of, and accreditation by, various industry recognized bodies (such as FTA, CITB, CHAS, Acclaim SSIP, the CPA and Construction Line) and, most importantly, by maintaining a close working relationship with our customers and responding to their concerns promptly. Our systems are audited regularly by our customers and we meet and often exceed their requirements.

We are committed to:

- Providing our customers with a range of products and services that are accurate, reliable, repeatable, compliant with specification and consistent with their expectations. These, together with timely delivery of documentation, products, materials and services, are central to our operating policy.
- Dealing with all customer concerns efficiently and effectively and resolving these concerns to the best of our ability and to the satisfaction of customers.
- Operating effective management systems in relation to the services we provide and applying, as a minimum, best industry practice.
- Providing relevant training to all employees to ensure competency to carry out their work safely, without harm to themselves or others.
- Applying our values to all areas of the company and promoting a culture that encourages the identification of innovative ideas, the application of integrated solutions and the achievement of continuous improvement in business performance.

Signature:



Position: *Managing Director*

Dated: *4<sup>th</sup> January 2022*