



Quality (Business) Assurance Policy Statement

It is the policy of **ECS Group** to provide a full, comprehensive and unrivalled service. We constantly aim to provide a service that fully satisfies our customers' requirements within quick response and delivery. We are all committed to this Quality Statement that defines our commitment to quality throughout the company.

It is the policy of the management and staff of **ECS Group** to:

- Provide a customer focused service at all times
- Aim for customer satisfaction at all times by continuing to satisfy our customers' requirements
- Adhere to the procedures and instructions in our management system and work in a safe manner
- Strive to do everything at **ECS Group** right first time every time
- Continually improve on the effectiveness of our management system through key goals, built around our key processes
- Develop employee's skills to ensure succession plans are in place for the continued management of the business
- Grow the business at a steady rate and apply additional resources where required so that service is not compromised
- Work as a team
- Identify our customer requirements and ensure that these are met at all times
- Abide by all applicable statutory, regulatory and other compliance requirements

This Policy shall be made known to and understood by all employees and necessary contractors and will be reviewed as part of our Management Review Process. The System will be audited on a regular basis to ensure its continued effectiveness

We are committed to the provision of a professional, competent, committed and measurable quality service to our clients and customer base to ensure that our business is delivering the highest standards possible and in keeping within the legal and regulatory environment in which we operate.

This service is to be provided by the satisfaction of the established requirements and expectations of customers for quality, cost, performance, safety and reliability and the maintenance of the legal and regulatory requirements of quality, performance and safety.

We intend to maintain this service by adopting a total commitment to the provision of a quality service by the setting of and compliance with standards of service and performance, codes of practice and utilization of systems and specific work procedures.

We will continue to maintain our quality system through monitoring both the services provided and the customer's perception of our business and provide continuous improvements in order to comply with our policy.

We will create and maintain a system to ensure the continuous development of products and services to comply with the developing requirements and expectations of our customers and the regulatory bodies.

All employees will enter a continuous training programme for the achievement of the quality goals of our business and to ensure the maintenance of our quality programme. We recognise that quality is an essential part of our strategy for the maintenance and growth of the profitability of **ECS Group** and for the achievement of the strategic and financial aims of our business.



Quality cannot be achieved without the commitment, training and co-operation of all employees and officers of the company. The person with ultimate responsibility for the implementation and maintenance of this quality policy and strategy is the Martin Reynolds and he ensures that all persons are aware of the responsibilities towards this policy.

We will continue to comply with all the requirements of our professional qualifications requirements (e.g. CHAS, Safe Contractor, Achilles).

With our continuous commitment to achieving ISO 9001 and the monitoring of our quality system manual ensures that compliance with the standards required are maintained to a high standard.

This statement is to provide confidence to our customers that implementation of the Quality (Business) Assurance Policy is mandatory on all employees and that they understand the meeting of all customer, statutory and regulatory requirements to ensure compliance.

A handwritten signature in black ink, appearing to be 'M. Reynolds'.

Martin Reynolds
Managing Director

A handwritten signature in blue ink, appearing to be 'Mick Whyte'.

Mick Whyte
Commercial Director