

## QUALITY POLICY

The objective of Glanville Cleansing Ltd T/A Glanville Environmental is to provide high quality services including High Pressure Water Jetting, Tankering, Gully Cleansing, Septic Tank Emptying, CCTV surveys, Confined Space Working, Search and Rescue crews, Sewer & Pipeline relining, Sewer Diversions, Construction & Civil works, Building and Renovations, tank & Soakaway installations, Highway & Railway workings, Diver & ROV surveys, Topographical & GPS surveys. In order to achieve this objective, the Company will maintain an effective and efficient Quality Management System based upon the requirements of ISO 9001:2015.

In particular, the Company will:

- Set measurable objectives as identified in Company Business Plan.
- To become the best at what we do by responding to and fulfilling demand whilst maintaining a high quality of service levels.
- Recruiting the correct people and maintaining a high retention of our key people by incentivising our key employees.
- To have the best fleet, equipment and suitability qualified people in our operating area by ensuring the correct vehicles and correctly skilled staff are matched to demand
- To develop the capabilities (financial & resource) to take on larger contracts by dealing with additional demand and increasing the proportion of long-term contract works.
- To ensure we operate to the highest standards possible and comply with our IMS as a minimum.
- To maintain the flexibility to be responsive to market and customer demands.
- To penetrate other market segments and areas.
- Monitor and measure the effectiveness of its business processes and objectives through Management Reviews and the internal audit process.
- Proactively seek feedback from customers on how well its services meet their requirements and set objectives for continual improvement.
- Analyse the causes of any complaint or problem, and take appropriate action to prevent recurrence.
- Select and work closely with suppliers who enable the Company to create and deliver a reliable performance.
- Recruit employees who are customer focused and support them with appropriate training and systems to ensure their competence always meets the Company's requirements.
- Provide a work environment that promotes the wellbeing of its employees and encourages positive teamwork.
- Encourage all employees to identify problems and make suggestions to improve all aspects of the Company's services and business processes.
- Ensure that all employees are aware of the Quality Policy and are committed to the effective implementation of the Quality Management System.
- Ensure that the Company complies with all necessary regulatory and legal requirements.

The continual improvement of the Company's Quality Management System is fundamental to the success of its business and must be supported by all employees as an integral part of their daily work.

Signed on behalf of Glanville Cleansing Ltd T/A Glanville Environmental



Jamie Treliving  
Managing Director  
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