

Quality Statement

It is the policy of Elliott Environmental Services Ltd that all of our activities are carried out in accordance with our Integrated Quality & Environmental Business management system, which is UKAS accredited to BS EN ISO9001 & BS EN ISO14001.

The business management system sets out the organisation and arrangement of the company's management systems and contains all the procedures and associated documentation to manage and control our business.

The aim of our quality management system is to ensure that:

- We deliver a quality service to maintain excellent customer relations
- Customer satisfaction remains inherent to our business
- Our customer's requirements have been fully understood and met
- All work is carried out consistently to a defined standard
- We have the skills and resources to fulfil our customer requirements
- Our staff are fully trained and involved in quality improvement
- We strive to continuously improve our systems and procedures
- We only use services that meet our own quality assurance standards
- A professional approach to customer interface is maintained at all times
- Any complaints are dealt with efficiently and within an acceptable time period
- The company recognises the importance that the quality of our service has to the future of our business.

Quality is a degree of excellence, which is ever changing. Every member of staff is involved in managing how we can improve today, tomorrow and long into the future.

From the smallest procedure to the largest contract, quality is our passport to customer satisfaction and to our future business.

This quality policy statement has been integrated into the company's management system and will be reviewed at regular intervals.

Environmental Statement

The company recognises the importance of environmental protection and is committed to operating its business responsibly and in compliance with all environmental regulations, legislation and approved codes of practice relating to the Construction Industry and the company's activities. It is our objective to operate with, and to maintain good relations with all regulatory bodies and our declared policy to carry out all measures reasonably practicable to meet, exceed or develop all necessary or desirable requirements and to continually improve environmental performance through the implementation of the following:

- Assess and regularly re-assess the environmental effects of the company's activities
- Training of employees in environmental issues
- Minimise the production of material waste
- Minimise energy wastage
- Promote the use of recyclable and renewable materials
- Reduce and/or limit the production of pollutants to water, land and air
- Control noise emissions from operations
- Minimise the risk to the general public and employees from operations and activities undertaken by the company.

This Integrated policy is communicated and available to all employees, suppliers and sub-contractors and is made available to the public through our website. www.elliottenvironmental.co.uk.

Signed



Lloyd Crisp

Managing Director
Elliott Environmental Services Ltd

January 2022