

Quality Policy Statement

RW Hill Piling Ltd "*The Organisation*" is dedicated to ensure that all of its products and services fully meet the requirements of its customers at all times. The goal of the Organisation is to achieve the highest level of customer satisfaction.

Howard Sidebottom has been appointed by the Organisation to have overall responsibility for all quality matters. The implementation of this policy and the associated procedures will be monitored and reviewed to ensure that progress is made against the quality objectives and targets on a regular basis to ensure that they remain current and applicable to the Organisation's activities. This review will be carried out by the Organisations external consultants AM Specialists Group Ltd.

Howard Sidebottom and the Senior Management of the Organisation has following consultation with their external consultants AM Specialists Group Ltd, ensured that this policy is appropriate to the nature and scale of the Organisation's activities.

The Organisation believes in the concept of the client and supplier working together in pursuing this policy and in continually striving for improvements in service quality.

This quality policy is based on 3 fundamental principles:

- Ensuring that the Organisation fully identify and conform to the needs of our customers.
- Looking at the service the Organisation provides, identifying the potential for errors and taking the necessary action to eliminate them.
- Ensuring everyone within the Organisation has an understanding of our client requirements and performs their job to the highest standard first time, every time.

The Organisation's objective is to achieve so far as is reasonable practicable, commitment to the highest level of quality:

- The appointment of Howard Sidebottom to act as the organisations responsible person on quality issues.
- The appointment of AM Specialists Group Ltd to assist Howard Sidebottom, by providing advice, assistance and guidance as required.
- The organisation will provide duties and responsibilities to cover all levels of management and ensure understanding and compliance of this policy.
- Ensuring the policy is communicated or displayed within all areas, including remote locations.
- Providing sufficient resources and allocation of funds to effectively implement this policy.
- Regularly reviewing the Organisations performance, and setting objectives and targets aimed at improving the organisations quality performance.
- Seeking to continually improve company and management systems, operating practices and cultures in all areas that may lead to improved quality performance.

To ensure that the policy is successfully implemented, Senior Management will be responsible for identifying customer requirements, communicating these requirements to the team and ensuring that the correct procedures are followed to meet those requirements.

Objectives needed to ensure that the requirements of this policy are met and that continual improvement is maintained in line with the spirit of the policy, will be set, determined and monitored at Management Review.

The quality policy principles and objectives will be communicated and available to staff at all times. Training will be an integral part of the strategy to achieve the objectives.

Within this Policy we are committed to operating the Organisation under the disciplines and control of a Quality Management System, planned and developed jointly with our other management functions.

All staff within the Organisation are committed to operating continuously to this standard and we will maintain the necessary Quality standards consistent with our customer requirements.

Our Organisation will constantly review and improve on our services to ensure tasks are completed in the most cost effective and timely manner for the benefit of all our customers and clients.

The Organisation shall ensure that all our personnel understand and fully implement the Organisation's policies and objectives and are able to perform their duties effectively through an ongoing training and development programme.

Signed on behalf of RW Hill Piling Ltd.



Howard Sidebottom
Director of Health and Safety.
01/11/2017

Review Date: 31/10/2018