

## **Quality Policy Statement**

### **POLICY**

Best Environmental Solutions Ltd shall define and manage the processes necessary to ensure that all project deliverables conform to customer requirements. As a means of continually improving project performance, Best Environmental Solutions Ltd shall establish a Quality Management System which shall be implemented, maintained, continually improved, and have the full support of Top Management.

### **OBJECTIVES**

The main objective of the Best Environmental Solutions Ltd, Quality Management System (QMS) is to ensure that all company activities, whether they are organisational (e.g. management and infrastructure) or technical (e.g. specification work, testing and simulation) comply with the Quality Manual and its associated Quality Plans.

We are committed to continuous improvement and have established a Quality Management System which provides a framework for measuring and improving our performance.

We have the following systems and procedures in place to support us in our aim of total customer satisfaction and continuous improvement throughout our business:

- regular gathering and monitoring of customer feedback
- a customer complaints procedure
- selection and performance monitoring of suppliers against set criteria
- training and development for our employees
- regular audit of our internal processes
- measurable quality objectives which reflect our business aims
- management reviews of audit results, customer feedback and complaints

### **IMPLEMENTATION**

This Quality statement represents our quality stance and the practices and principles we apply when conducting business. Our internal procedures are reviewed regularly and are held in a Quality Manual which is made available to all employees.

### **RESPONSIBILITIES**

#### *Overall responsibility*

The responsibility of ensuring that Best Environmental Solutions Ltd has a quality policy and for ensuring that an organisation with the necessary resources is in place to implement the policy lies with the Managing Director.

#### *Responsibility for quality system*

The Managing Director has appointed the Manager to have overall day-to-day responsibility for implementing and maintaining the Best Environmental Solutions Ltd quality system. The Manager has the responsibility and the authority to ensure that adequate processes, procedures, plans and instructions are drawn up so as to provide a common approach to quality assurance throughout Best Environmental Solutions Ltd and to ensure that the quality system is continuously monitored and improved by means of internal audits and management reviews.

#### *Responsibility for contract quality*


The responsibility for the development of contract quality rests with Best Environmental Solutions Ltd Managing Director via Top Management.

#### *Responsibility for product and service quality*

The responsibility for ensuring that the product and/or service conforms to the defined quality requirements in this manual lies with all Best Environmental Solutions Ltd personnel.

*Responsibility for subcontractor(s) quality*

Specialised areas of operation and technical expertise may be required to meet the needs of Best Environmental Solutions Ltd. In many cases these shall have to be provided externally via a subcontractor.

Signed: 

**Mr Samuel Hunkin and Mr James England, Managing Directors 12<sup>th</sup> December 2020**