

Addiscombe Environmental Consultants Limited

Quality Policy and Objectives

1 Statement of policy

- 1.1 It is the policy of AECL to maintain a quality system designed to meet the requirements of ISO9001:2015 in pursuit of its primary objectives.
- 1.2 The Quality Policy is established by Top Management and implemented for the purpose of providing Environmental Consultancy Services.
- 1.3 AECL's Quality Manual defines our quality objectives and key procedures. Top Management will review and set the quality objectives and is committed to ensuring the quality objectives are achieved.

2 Objectives

- 2.1 We aim to provide a professional and ethical service to our clients. In order to demonstrate our intentions, we have identified the following Quality Objectives.
 - We will endeavour to deliver our services to specification
 - We will endeavour to deliver our services on time
 - We will endeavour to deliver our services to the price quoted
 - We will endeavour to make a profitable return on our activities in order to fund on-going development and growth
 - Our Management Team will analyse customer feedback data, internal performance data, financial performance data and business performance data to ensure that our Quality Objectives are being met
 - We will conduct our business in an ethical and professional manner
 - We will endeavour to satisfy our clients' requirements and get things right first time
 - Should we make a mistake, we will admit it and rectify the situation as quickly as possible

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