

Quality Policy Statement

The management of **HOISTWAY LTD** are dedicated to providing the highest possible standards of quality for its services and products and are dedicated to maintaining a Quality, Environmental, Health & Safety Management System which ensures that its services and products meet customer specification within agreed parameters of cost, quality, and delivery in accordance with the company's strategic Direction. This is achieved by the use of Key Performance Indicators to measure the conformance to the above criteria and using this information as drivers for continuous improvement throughout the company.

The company's Quality, Environmental, Health & Safety Management System concentrates upon error prevention, by investigating processes, identifying errors and opportunities for errors, and implementing corrective and preventive action to correct and avoid such occurrences.

The company defines quality as the conformance of services and products to established and documented requirements derived from customer needs, employee expertise and experience. Systems are open to constant examination and review by all company personnel and approved third parties enabling observations to be made and incorporated, which provide for continuous improvement.

The company is proud of its good reputation for responsible practices and dedicated customer care, which are a result of the company's ethical culture, skilled committed staff, and quality control over its services and products. It is **HOISTWAY LTD'S** policy to seek to operate to these standards continuously and to implement and operate fully the BS EN ISO 9001:2015 Quality, Environmental, Health & Safety Management System standard through certification and annual review.

Suppliers to the company will be actively encouraged to improve the quality and reliability of their services and products.

The company has a commitment to comply with applicable requirements and complies with all legislation relevant to its particular industry sector together with the Health and Safety at Work Act 1974.

The company has identified the need to pursue responsible policies towards the community and that the interests of industry will not be served at the expense of the environment.

It is the company's belief that, in applying these standards, policies and procedures it will be able to operate to the requirements of its customers and industry accordingly.

Authorised and Signed on Behalf of **HOISTWAY LTD**

Signed:



Chris Miller - Director

Reviewed Date: 01.09.20