

# Quality Policy Statement

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The objectives of the policy:

- To develop a full understanding of the needs of our customers
- To work in close co-operation with clients, customers, suppliers and sub-contractors to provide the right quality of work and service, first time.
- Actively seek customer feedback and to use this as a format for continuous assessment and improvement
- To develop the potential of our employees to ensure all members of staff are capable of undertaking work required in a safe and responsible manner, in accordance with the companies Health, Safety & Environmental Policies.

Achievement of these policy aims involves all staff, who are individually responsible for the quality of their work, resulting in a continually improving working environment for all.

Ingham & Garner's approach is to listen to our clients and customers and to openly discuss the individual requirements of every contract, thus ensuring that our clients remain fully satisfied with our service delivery.

We will ensure that the client's requirements are met, within the specified time, and in line with the budget. We endeavour to work as a committed team in a spirit of co-operation with the client and their customers.

Ingham & Garner's management and supervisory staff have the authority to make decisions, within the scope of their responsibilities, and is charged with working in accordance with the documented procedures.

Signed  .....

Date 02.03.2020 .....