



## Policy Statement

We are committed to providing technical excellence and inspiring confidence in everything we do.

Four fundamental values underpin this commitment:

- being **confident**
- being **authentic**
- being **imaginative**
- being **resourceful**

To deliver this commitment our policy is to conduct our business in a manner to consistently exceed the service and product quality expectations of Clients, future users of projects for which WYG are responsible and the communities to whom a duty of care may be owed.

In support of this commitment, continuous improvement of business operations and the service quality, together with the implementation and maintenance of management systems, which comply with all aspects of the requirements of the internationally recognised quality standard BS ISO 9001:2008 certification through independent assessment, undertaken by a recognised UKAS Certification Body, is to be maintained for all identified areas of the business.

In delivering service quality to all stakeholders we seek to ensure that:

- changing needs and expectations of customers are identified
- processes and procedures are maintained to ensure that changes are accommodated
- services are provided efficiently, effectively and on time
- an employment environment is in place where continuous improvement is actively encouraged;
- Employees and the supply chain are satisfactorily trained and competent to act in accordance with the requirements of this policy
- industry agreed Codes of Practice, any relevant product standards and applicable legal requirements are fulfilled

As part of our policy and commitment to continual improvement, this policy statement will be reviewed and re-issued as a minimum annually.

A handwritten signature in black ink, appearing to read 'P. Hamer'.

Paul Hamer  
Chief Executive Officer

<b>Title:</b>	Quality Policy Statement		
<b>Author/ Responsibility:</b>	SHEQ	<b>Date:</b>	6 <sup>th</sup> March 2017
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