



## Quality Policy Statement

Provide SESS Ltd. are committed to the continual improvement of our management systems to ensure the provision of a quality service, to the complete satisfaction of our clients, whilst ensuring compliance with all applicable requirements (legal, statutory and contractual) relating to Quality, Health, Safety and the Environment.

To achieve this, we are committed to:

- Developing and improving our quality management system.
- Regularly gathering and monitoring internal and external feedback to enhance both colleague and client satisfaction.
- The continuous training and development of all employees
- Maintaining an internal and external complaints procedure.
- The performance monitoring of colleagues and contractors, against set criteria, to ensure the highest standards of performance.
- A regular audit of our internal processes and management reviews of the findings.

Responsibility for the delivery of this policy rests with all colleagues and it is crucial that we listen and work closely with our clients and partners. This will enable us to deliver a continually improving level of service that meets their expectations, whilst at all times ensuring health and safety and quality of workmanship are not compromised.

The company shall regularly monitor and maintain its quality objectives and update these as required; for company needs, or external obligations. The quality management processes and systems shall enjoy the complete commitment and support of the senior management team and is to be shared and demonstrated by all colleagues.

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Stuart Turnbull  
**Managing Director**