

# 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