

### Introduction

The Senior Management of H & V Building Services Limited is committed to continually improving the quality of the products and services we deliver to our customers. We will ensure that our products and services meet the necessary statutory and regulatory requirements.

### Objectives

Our current objectives are designed to increase the quality of products and services provided and demonstrate the high level of service we provide to our customers, these are:

- 1) To measure and report on customer feedback
- 2) Work closely with our customers and suppliers to establish the highest quality standards
- 3) Training and development of our employees
- 4) Be aware of our environmental responsibilities when carrying our work processes

Senior Management is committed to the review this Quality Policy Statement on an annual basis. We understand the importance of our staff and subcontractors in providing products and services and meeting the quality objectives. Therefore, we ensure that all persons working for or on behalf of H&V Building Services Limited understand this Quality Policy Statement and how it may affect their activities. A copy of this Quality Policy Statement has been provided to all staff and subcontractors.

Quality cannot be quantified, and it is incumbent on all staff from a site labourer to the Project Manager to review H&S routines, procedures and completed works meet with H&V's requirements at all times.

The Project Managers overall responsibility for ensuring practices and performance on site meet the company's expectations.



Signed: .....

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On behalf of H&V Building Services Limited