



Hi-Tec Building Services Quality Policy:

- The Management of Hi-Tec Building Services, are dedicated to providing the highest possible standards of quality for its services and products and are committed to maintaining a Quality Management System which ensures that its services and products meet customer specification within agreed parameters of cost, Quality and Delivery. This is achieved using Key Performance Indicators to measure the conformance to the above criteria and use this information as drivers for the Continuous Improvement throughout the Company.
- It is the policy of the company to maintain a quality system designed to meet the requirements of BS EN ISO 9001:2015 in pursuit of its primary objectives.
- The company's Combined Business Management Manual defines Hi-Tec's quality objectives and top line management responsibilities.
- The company's quality management system concentrates upon error prevention, by investigating processes, identifying errors and opportunities for errors and implementing corrective and preventative action to correct and avoid such occurrences.
- The company defines quality as the conformance of services and products to established and documented requirements derived from Client needs, employee expertise and experience. Systems are open to constant examination and review by all company personnel and approved third parties enabling observations to be made and incorporated, which provide for continuous improvement.
- The company is proud of its good reputation for responsible practices and dedicated Client care, which are a result of the company's ethical culture, skilled committed staff, and quality control over its services and products. It is the company's policy to seek to operate to these standards continuously and to implement and operate fully the BS EN ISO 9001: 2008 quality assurance standard through registration and annual review.
- Suppliers to the company will be actively encouraged to improve the quality and reliability of their services and products.
- The company complies with all legislation relevant to its industry sector together with the Health and Safety at Work Act 1974.
- Hi-Tec Building Services has identified the need to pursue responsible policies towards the community and that the interests of industry will not be served at the expense of the environment.
- It is the company's belief that, in applying these Standards, policies and procedures it will be able to operate to the requirements of its Clients and industry accordingly.
- The requirements of the company's quality system are mandatory and all company personnel have a responsibility and obligation to it.

Signed on Behalf of the Company:

A handwritten signature in black ink, appearing to read 'Daniel McCall', is written over a horizontal line.

(Director)

Date 14-01-2020