



## Quality Policy Statement

The Group has a vision to become:

*The first choice facilities support specialist in the UK. We design and implement solutions that maximise the efficiency and effectiveness of working environments for the UK's leading organisations.*

The key to achieving this vision is a total commitment to continuous quality improvement across the company. We constantly seek to exceed its clients' and customers' expectations, using procedures and processes that are reliable, efficient and economical.

All employees are encouraged to develop their knowledge and skills to deliver the best possible service at all times whilst remaining true to the Company's core brand values of:

- Total Commitment
- Confidence
- Passion
- Innovation
- Integrity

Our goal is to excel in everything it does by embracing the need for continuous improvement, showing commitment to all stakeholders, having confidence in our abilities, being passionate about the work we do, looking for innovative solutions and working with the utmost integrity which is reflected in our products and services.

We continually review and update its quality management system, procedures and objectives to ensure that they continually meet the quality needs of the business and all its stakeholders.

A handwritten signature in black ink, appearing to read 'Adrian Bateman', written over a white background.

Adrian Bateman  
Group Managing Director

9th January 2019