

**OATES ENVIRONMENTAL LTD**  
**10 Carr Crofts Drive**  
**Leeds**  
**LS12 3AL**

## **Quality Assurance Policy Statement**

It is the policy of **OATES ENVIRONMENTAL LTD** to provide its customers with a high quality service. The overall policy of our company is to provide the people, organisation and resources to supply our customers with the products and services that satisfy their requirement in every respect.

Furthermore it is our policy to continually improve and enhance our Quality System by monitoring and measuring its success.

Commitment to the implementation of supporting managerial and business operational systems is essential to realising our goal.

We believe in the concept of client and supplier working together in pursuing this policy and in continually striving for improvements in service quality.

Our quality policy is based on the following principles:

1. Ensuring that we fully identify and conform to the needs of our customers.
2. Looking at our service provision processes, identifying the potential for errors and taking the necessary action to eliminate them.
3. Everyone understanding how to do their job and doing it right first time.

To ensure that the policy is successfully implemented, employees will be responsible for identifying customer requirements, and ensuring that the correct procedures are followed to meet those requirements.

Objectives needed to ensure that the requirements of this policy are met and that continual improvement is maintained in line with the spirit of the policy, will be set, determined and monitored at Management Review.

Our Company will constantly review and improve on our services to ensure tasks are completed in the most cost effective and timely manner for the benefit of all our customers.

We shall ensure that all our personnel understand and fully implement our Company's policies and objectives and are able to perform their duties effectively through an ongoing training and development programme.

Our Quality Policy has the full support of Senior Management and, together with related procedures we ensure that our activities are controlled in a manner compatible with achieving the required service levels and obligations effectively. It is mandatory that our employees adhere to our procedures in order to achieve a consistent approach to Quality assurance.

**Signed By The Executive Responsible for Quality:**

**Simon Oates**  
**Managing Director**