

Quality Policy Statement

C. G. Reynolds Limited (CGRL) is committed to operate every aspect of the business to standards that offer the highest possible quality of service and installations to all clients. This is supported by a progressive management style that encourages the Quality culture throughout CGRL.

To reinforce this commitment the management will seek continual improvement and effectiveness by maintaining a quality system which satisfies as a minimum standard the requirements of ISO 9001. This is to ensure that the company operates efficiently and meets the needs of customers.

The quality policy is based on the following principles:

- Ensuring that we fully identify and conform to the requirements of our customers.
- Identifying the potential for errors in our processes and taking the necessary action to eliminate them.
- Ensuring that when complaints are received they will be attended to in a timely manner with a view to eliminate the cause and prevent recurrence.
- Employees and contractors understand how to do their job, getting it right first time.

All employees have an essential part to play in identifying ways that we can continually improve our customer service. It is for line managers to encourage a culture in their areas where people feel engaged in the quality process and can express their ideas openly.

The Company will ensure that all employees understand and fully implement our policies and objectives and are able to perform their duties effectively through an on-going training and development programme.

This Quality Policy is issued and explained to all employees upon their commencement of work with the company, and a copy is prominently displayed in the reception area and made available for viewing at each site we are employed.

Our Quality Policy is reviewed annually and this statement may be subsequently updated.



Signed:
Managing Director

Date: 11/03/2019

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