

## QUALITY POLICY

Woodward & Co (Environmental) Ltd is a leading Building Services Engineering company specialising in the design and management of installation of Heating, Ventilation, Air Conditioning, Plumbing and Fixed Sprinkler Systems predominantly within the Retail and Leisure sectors.

The Quality Policy of Woodward & Co (Environmental) Ltd is to supply products and services that are fit for purpose and have the desired quality in accordance with customer requirements and specifications and any other applicable requirement.

The Company shall identify and monitor issues (both external and internal) which could impact adversely on our customers or our strategic direction.

We shall listen to the needs and expectations of our customers, whilst also identifying any risks and opportunities that may affect our ability to consistently provide a service that meets customer and applicable statutory and regulatory requirements.

In order to realise these policy aims the Company shall develop strong relationships with both customers and those suppliers who contribute to improving the quality of its Specialist Building Services. In addition, on time completion of projects and customer support are paramount and it is the responsibility of every employee to assist in maintaining systems to ensure the continued provision of quality products and services to the complete satisfaction of our customers.

To achieve this high quality standard Woodward & Co (Environmental) Ltd is totally committed to the quality assurance programme which meets the requirements of ISO 9001:2015. We shall endeavour to continually improve both the quality system and our performance by setting measurable objectives for our key processes.

We shall regularly monitor and review these objectives and communicate the results throughout the business.

The policy statement is on display at our premises and can be made available to the public via request and can also be found on the company website at [www.woodward.uk.com](http://www.woodward.uk.com).

This policy shall be reviewed and amended, where applicable, to ensure that it remains relevant to the Company's business.

Signed:  
Director



Date: 01/01/19