



CRESTWOOD ENVIRONMENTAL LTD

Quality Policy Statement

Last Update: 26 August 2021

Crestwood Environmental Ltd. ('the Company') is an environmental consultancy business and fully recognises the importance of meeting the requirements of legislation and the needs and expectations of its clients and other stakeholders. The Company is committed to working in an efficient and responsible manner for the benefit of our clients and our Employees, and to continually improve our reputation.

1. CONTEXT

- 1.1 The Company provides its environmental (design, planning, management, survey and assessment) consultancy services (almost exclusively in the UK) through a combination of 'on site' work and 'office' or laboratory work. The Company does not manufacture products but does act as a reseller of at least one product.
- 1.2 There are two business aspects to consider in relation to quality:
- The operational **activities** of our business; and
 - The **services** we give to clients on our projects.
- 1.3 The Company uses various other businesses to help it provide the services it does; usually suppliers of equipment and third-party consultants.
- 1.4 When delivering services to its clients the Company commits to a number of promises, which intertwine with this policy. **To clients, we promise to:**
1. Prioritise health, safety, welfare and wellbeing - for you, our team and our communities, in everything we do.
 2. Provide you with dependable, expert, quality-assured, value-added multidisciplinary consultancy advice.
 3. Display a positive, focussed 'can do' pragmatic attitude to find efficient multifunctional safe and sustainable solutions that work for you, stakeholders and the environment.
 4. Offer you a tailored flexible professional approach - listening, respecting and responding to your specific and changing needs.
 5. Work courteously and constructively, integrating with your team and your values, to support you in achieving your goals in cost-effective and innovative ways.
 6. Proactively, honestly and openly communicate key information on opportunities and risks to allow you to make fully-informed business decisions.
 7. Provide a fair and supportive environment to foster our team's continuous personal, professional

and technical development for everyone's benefit.

1.5 The Company also asks its staff to follow a number of principles relating to Company values which also relate to this Policy: **Strive to do a good job** and provide **great client care**. Three core values that directly relate to this Policy are to:

- **Exceed client expectations** - Showing creativity, willingness, flexibility, focus, pragmatic commitment and added value tailored to clients' needs, goals and common values.
- **Aim increasingly higher** - Taking pride in doing a great job and striving to improve. We won't stand still; We will constantly innovate and evolve, moving forwards and upwards, building on new learnings, experiences and feedback.
- **Maximise quality** - Meeting and maintaining a consistently high standard of performance.

1.6 In order to achieve these commitments and to implement and maintain the Company's Quality Policy, it is necessary that every reasonably practicable means be used by the Company to:

- Comply with legal, regulatory and other standards relating to our work;
- Measure and Assess the Company's performance against this Policy;
- Continually improve the Company's performance;
- Have good awareness of improvements in best practices, changing legislation and standards;
- Ensure our suppliers meet our (and our clients') requirements; and
- Communicate this Policy.

2. QUALITY MANAGEMENT SYSTEM

2.1 A key commitment of this Policy is to implement and maintain an **ISO9001 certified Quality Management System (QMS)**. The Company's Quality Policy supports the following components within its QMS:

- Identify and meet applicable legal requirements;
- Continually improve the QMS and the effectiveness of the associated procedures and systems;
- Establish, implement and maintain a programme to achieve our objectives and targets;
- Define roles and responsibilities to establish, implement, maintain and improve the QMS;
- Provide appropriate training;
- Communicate the QMS and this Policy to our employees and other stakeholders; and
- Monitor and measure our performance and compliance.

3. LEGISLATION

3.1 As environmental consultants, there is a significant amount of environmental and planning legislation associated with the Company's work. It is the responsibility of our chartered professionals and senior members of the team to keep up-to-date with the latest legislation relevant to their particular discipline through membership of their professional institutions and by reference to the updates provided by the Company from time to time.

3.2 It is the responsibility of our service providers and suppliers ensure that they comply with the legal requirements relevant to their businesses. We require our suppliers to provide a commitment to undertake this.

4. RESPONSIBILITIES

- 4.1 The **Managing Director** has the overall responsibility for the implementation, communication and review of this Policy and for providing adequate resources to allow its implementation and review. Reviews of this Policy will be undertaken at least annually, alongside internal management reviews and external audits of the QMS.
- 4.2 The Company's **ISO Co-ordinator** shall co-ordinate, implement, communicate and monitor the QMS, and report to the **Managing Director** at internal management reviews on monitoring results and opportunities for improvement to the QMS and this Policy.
- 4.3 **All employees** have the responsibility to actively support the Company to ensure the effective implementation and maintenance of this Policy. On our projects it is the responsibility of all our technical staff to:
- Comply with the requirements of the QMS; and
 - Contribute to the continued development and improvement of this Policy and the QMS.
- 4.4 **Training** needs will be identified by **Line Directors** during Staff Appraisals to ensure that the Company has sound communication, leadership and management capabilities to plan ahead effectively and monitor and assess business performance, to achieve objectives linked to this Policy.
- 4.5 **Communication** of this Policy and the QMS to employees will be undertaken at staff inductions and upon reviews of the QMS and Policy. Meetings will be organised and held at least twice per year for the whole Company by the **ISO Co-ordinator** to communicate audit results, opportunities for improvement and changes to any targets, systems and this Policy.
- 4.6 This Policy is fully supported by the Managing Director and Senior Management.

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