

## QUALITY POLICY STATEMENT

At Dunelm Geotechnical and Environmental Ltd we recognise our duties to provide our customer with services that consistently satisfy their requirements and exceed expectations and by doing so mutually enhances the company's professional image and reputation. Our employees are informed of our values and their impact on the service we provide.

We are committed:

- to meeting customer's requirements and managing their expectations;
- to ensuring everyone involved in the delivery of service for clients is informed of their requirements and expectations and delivers the service within agreed deadlines;
- to provide a source of acquired knowledge that is readily available throughout the company;
- to optimise the competencies and promote staff development of all company personnel;
- to encourage creative thinking and associated innovation relating to company products and services;
- to provide a positive working environment;
- to develop a company culture in which all employees actively contribute to improving the quality of the products and services by Dunelm;
- to contribute to improving Dunelm's business, profits and reputation;
- to achieve and maintain a level of service quality and customer satisfaction that we are proud to be associated with;
- to ensure compliance with all relevant and statutory regulations, particularly those associated with environmental, health and safety;
- to promote this policy to staff, suppliers, contractors, clients and other interested parties;
- to seek continuous improvement in our quality performance and management through regular (at least annual) review and revision of this policy and risk based thinking;
- to provide the resource required to make this policy and our quality arrangements effective.

We maintain an integrated management system which is accredited to ISO 9001:2015 to ensure achievement of our objectives and that we meet the requirements of our interested parties.

In support of this policy, procedures and more detailed arrangements have been prepared.

Signed: 

Date: 27/01/2022

James Huntington, Managing Director