



Health, Safety and Welfare Policy

Quality Management Policy Statement

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Quality is important to our business because we value our customers. We strive to provide our customers with products and services which meet and even exceed their expectations. All of our employees are required to deliver our services through the mandatory processes we provide. We aim to retain our accreditations, status and strive to continually improve the services that we provide.

We stand by the promises we make to our customers, we are able to provide a high standard of care and maintain a strong working relationship with them.

It is the policy of M Gaze & Co Limited to: -

- Provide a quality service and quality products defined by and based on our customers' requirements and agreed specifications for works.
- Maintain a culture of continuous improvement.
- Be committed to continuous improvement and have produced this Quality Management Policy Statement which provides a framework for measuring and improving our performance in accordance with best professional practice and at a reasonable financial return.

Customer service is an essential part of the quality process and training will be provided to achieve a consistent and high-quality approach. Compliance with this policy is mandatory.

This will be done by: -

- Ensuring the standard of the service remains good throughout the year no matter what task we do.
- Completing works to specification and on time wherever possible and providing clear and concise information to customers where this is not the case.
- Adopting and implementing good business practice, industry best practice and new technology
- Following sustainable and environmentally aware management approach.
- Informing and encouraging employees to ensure we meet stated standards.
- Taking into account suggested improvements from customers and employees.
- Providing the training required, including induction training sessions and ongoing training.
- Communicating between ourselves, and with customers without offensive language or images, and irrespective of age, ethnic origin, gender, marital status, sexual orientation, disability etc.
- Ensuring that our customers are completely satisfied with the service we have provided and completed prior to leaving.
- All employees and contractors being polite and courteous to customers and their colleagues.
- Providing management support when needed.
- Auditing and reviewing compliance with this policy and associated procedures.
- Continual improvement.
- Implementing the checks "on site" and "off site" as required.

Signature:



Mitchell Gaze – Director (Responsible for Health & Safety)

Date: 1st March 2024

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