



## QUALITY POLICY STATEMENT

The Michael Lonsdale Group policy is to achieve and maintain, throughout the Group, a system of operating procedures that will reflect to new and potential customers, and existing clients, the competence of the company to provide mechanical and electrical contracting services of assured quality.

The achievement of this policy involves all employees who are individually responsible for the quality of their work, and to each of whom this policy has been issued and explained.

To achieve and maintain the required level of assurance, the Directors retain the responsibility for the Quality Assurance System, with administration by the Project Engineer and Director.

The company is wholly committed to continual improvement of its quality management performance.

The object of the Quality Assurance System is:

- To maintain an effective Quality Assurance System.
- To achieve and maintain a level of quality which enhances the company's reputation with clients.
- To ensure compliance with relative statutory and safety requirements.
- To establish objectives that are both monitored and measured.
- To endeavour, at all times, to maximise customer satisfaction with the services provided by the Michael Lonsdale Group.

Signed

For and on behalf of the Michael Lonsdale Group  
Board of Directors (Michael J Lonsdale Limited /  
Michael J Lonsdale (Electrical) Limited)

Name Michael Hoodless  
Position Executive Chairman  
Date 14th August 2017

