

**Date of Issue:** 29/06/2023

**Review Required:** 29/06/2024 (Max 12 months)



## **Quality Policy**

UK System Scaffold Hire Ltd's over-riding objective is to ensure all its customers have total satisfaction with the consistent quality of the company's operations.

The company is committed to providing a quality service to our customers through:

- Providing high quality services that meet requirements and exceed expectations.
- Working with suppliers to build reliable standards of service and timely deliveries.
- To having a highly skilled and professional workforce and continuously invest in training and development.
- To being an innovative and forward-thinking specialist scaffold provider.
- Increasing the morale and engagement of employees.
- Promoting a culture of continuous improvement and constantly review our overall effectiveness.
- Ensuring that the quality policy is communicated and understood throughout the organisation.

To meet this commitment, we recognise the importance of involving all levels of the workforce in the development, management and review of the quality system. In addition, we ensure that all employees are competent to fulfil their role in meeting the objectives of this policy.

The managing director and senior management team are committed to maintaining the effectiveness of this policy and to ensuring that all employees understand the requirements of this within their role via training and on-going communication.

The provision of a quality service is clearly reliant on good leadership and positive management; it is therefore the responsibility of all management to promote quality in all aspects of the company's work. The senior management team are to ensure that the appropriate resources are available to meet the needs of these aims and ensure that the company is providing a quality service.

This policy is to be reviewed annually to ensure that any changes to our organisation, its operations and its working practices are considered ensuring continued adherence to our commitment.