

## **QUALITY & ENVIRONMENTAL POLICY**

Prevent a Pest is dedicated to satisfying our customers' requirements through excellence in its business.

The company is committed to improving the Environment and Quality management practices within the Company, and to ensure at all times appropriate legislative compliance is maintained. It seeks to ensure that application of the industry Standard and codes of practice expected by our Customers is embedded within our management practices. Within this policy it is our aim to achieve a healthy working environment, which prevents work related accidents and ill health. The Company is also commitment to continual improvement of our environmental performance and the prevention of pollution. It provides a consistent and cost-effective service through the continual improvement of Management Systems and all operational processes. The Company is also commitment to the continual improvement of our performance. All this shall be achieved, through the realisation of a broad range of improvement goals and objectives that are based on the identified significant activities associated with Company. These objectives will be used as a benchmark for performance monitoring.

Our Management Policy was established to communicate our total commitment to best practice, through our, Processes and People. This Policy shall be communicated to all employees and to customers as necessary.

It is, expected by management that everyone who works with us shall take ownership for business improvement by putting the customer needs first in everything they do. We are empowered and committed to delivering a flawless customer service.

### **We will achieve this by**

- Resolving customer issues quickly and effectively:
- Building strong relationships with our customers and suppliers
- Growing and developing our level of customer service by investing in the training and development of our people and through investment in training and equipment.
- Ensuring processes are managed in accordance with all applicable legislation and industry best practice.
- Complying with Local Authority requirements where applicable.

This policy shall be reviewed by senior management on an annual basis and also when applicable legislation or industry specification changes are identified. This is to ensure its adequacy and relevance.

### Reference:

- ISO 9001:2015 / ISO 14001:2015

