

# Quality Policy

It is Horbury's policy to provide clients with a high-quality service that exceeds expectations and ensures high levels of customer satisfaction. To ensure all clients receive the required quality of products and services we have developed an Integrated Management System that is independently certified to meet the requirements of BS EN ISO 9001:2015 and our legal and other corporate responsibilities.

We are committed to the involvement of all our workers in implementing and continually improving the effectiveness of our Integrated Management System and will provide the resources to ensure that the importance of exceeding customer requirements is communicated and understood throughout our business.

We will revise, monitor, and review quality objectives and performance on a regular basis to promote continual improvement of our processes and activities.

All workers must comply with the requirements of our Integrated Management System and seek opportunities to continually improve processes and the quality of outputs, notifying their Line Manager of any non-conformance with, or failing of, the Integrated Management System.

During the coming year we will continue to roll out new elements of our system as quality initiatives including:

- "The Horbury Way" (our Operational Efficiency Programme);
- Horbury Safe;
- Snag-R;
- COINS.

Our workers are encouraged to give all quality initiatives their full support and continually strive to make improvements to Horbury processes, products, and services. We will support this with communication and by celebrating successes.

This policy will be reviewed for ongoing suitability and effectiveness at Management Reviews and as required.



Trevor Wragg  
 Chief Executive  
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