



## Quality Policy

Harpers Environmental Services provide industrial services to both clients and individuals throughout the UK and Ireland.

The management of Harpers Environmental Services recognises that one of the factors, which will enable it to continue to deliver a quality product, is to ensure that the performance of its activities continually reflects Harpers Environmental Services standards of excellence.

The quality policy of Harpers Environmental Services is based on the following principles.

- Doing things right first time gives an efficiency advantage.
- Doing things fast gives a speed advantage.
- Doing things on time gives a reliability advantage.
- Changing what we do gives a flexibility advantage.
- Doing things cost effectively gives an economic advantage.

Harpers Environmental Services seeks continuous improvement in quality performance through the following initiatives:-

- Innovative design to enhance product performance and aesthetics.
- Resourcing using the most appropriate vehicles and processes.
- Training and continuous assessment of all employees.
- Monitoring of processes and activities.
- Effective planning and allocation of tools, equipment and personnel.
- Effective budget management and forecasting.

**Gordon Mackay**

A handwritten signature in black ink, appearing to read "Gordon Mackay".

**Managing Director**

**Dated 21 June 2019**