

## **QUALITY POLICY STATEMENT**

Avis Group (Avis) comprising Avis Contracts Ltd. And Avis Mechanical Ltd. aims to ensure that its products and services always meet the needs of its customers in accordance with contractual requirements, its policies and procedures.

Avis Management is committed to:

- Develop and improve our Quality standards
- Continually improve the effectiveness of our Quality Procedures
- The enhancement of customer satisfaction

Avis management has a continuing commitment to:

- Ensure that customer needs and expectations are determined and fulfilled with the aim of achieving customer satisfaction
  - All complaints and non-conformances are investigated by senior management to ascertain the source of the non-conformance and measures needed to prevent recurrence.
- Communicate throughout the Company the importance of meeting customer needs and all relevant statutory and regulatory requirements.
- Establish the Quality Procedures and objectives, and ensure they are brought to the attention of all employees.
- Ensure the availability of resources to meet the requirements of the Quality Procedures, i.e. training and funds.

In order to meet the Avis commitment to quality, we will:

- Ensure all employees are trained and competent in the tasks they undertake on behalf of Avis and training records are held; training will be provided initially during induction and as required thereafter. Further training will be required should the scope of works undertaken by Avis change and/or following monitoring of the Quality Procedures for continual improvement.
- Ensure all employees understand the requirements of this Quality Policy and abide with the requirements of the Avis Quality Procedures.
- Constantly monitor its quality performance, including on site performance during site visits, and implement improvements when appropriate.
- Regularly review this Quality Policy in order to ensure its continuing suitability.
- Provide information to individuals regarding monitoring of Avis Quality Procedures.
- Provide copies of this Quality Policy Statement to all employees and members of the public via the Avis Group website or on request

Signed:

A handwritten signature in black ink, appearing to read 'Jon Hayward', with a wavy line extending to the right.

Name: Jon Hayward  
Position: Managing Director  
Date: 7<sup>th</sup> January 2020