

Title of Document	Integrated Management System
Integrated Management System	Page 8 of 94
Issue Date: 11 <sup>th</sup> December 2020	Issue Number: IMS 4/2

## Quality Policy Statement

Every member of Crucial Environmental is dedicated to the pursuit of quality and excellence in providing Crucial Environmental's customers with the best service that can be accomplished. Crucial Environmental recognises that only by achieving customer satisfaction can Crucial Environmental secure the future growth and success of Crucial Environmental's company.

It is the policy of Crucial Environmental to provide Asbestos Consultancy Services

To ensure achievement of this policy, an Integrated Management System is established to meet, and continue to meet, the requirements of BS EN ISO 9001:2015.

Crucial Environmental's quality objectives are:

- Ensure that customer requirements and expectations are fully understood, standards created and service delivery continually monitored against these standards.
- Consistently meet customer requirements by quality performance and adoption of best practice.
- Provide the correct organisation, facilities and resources and employ the suitably trained personnel to ensure the provision of quality services which fulfil the customer requirements effectively and efficiently.
- Continually review and monitor all aspects of operations to identify opportunities for implementing continuing improvement.

Quality management implementation is through the Integrated Management System which is mandatory in application. However, it's success can only be achieved by the participation and commitment of everyone at Crucial Environmental. All persons working with or for Crucial Environmental's organisation will receive full support to ensure the integrated management system is understood, implemented and maintained throughout.

It is Crucial Environmental's responsibility to ensure the integrated management system functions correctly and it's effectiveness is maintained through monitoring, control, audit and review.