

Quality Policy

Our vision is to be the world's finest pest control company and aim to deliver some simple promises to our customers:

- Prevent pest problems or get rid of them quickly if they occur.
- Provide reliable service from a dedicated technician who understands their needs.
- Give a rapid response to their queries, problems or emergencies.
- Give them professional advice on the most appropriate product or service.
- Communicate clearly, giving feedback & making recommendations.
- Provide clear & accurate invoices.

Our Goal is to promote a positive culture by delivering consistently high quality service to our customers. In so doing I commit to provide the resources and environment to meet both our obligations and aspirations to demonstrate we are the experts in pest control.

We have a Quality Management System ("QMS") that provides assurance to our customers, and offers both confidence and guidance to our colleagues. The key elements of this system lay out:

- The expectations that all colleagues must adhere to their key quality responsibilities, regardless of function, location or level in the organisation.
- The processes by which we carry out our work from taking an enquiry from a customer, to providing the service agreed and collecting payment.
- The standards of behaviour we expect from our colleagues and managers in working to these processes and delivering these services.
- The reporting, reviewing, auditing and actioning of our compliance and performance to these standards and processes.
- The technical training and competence required from our colleagues to safely and consistently deliver outstanding service to our customers.

As part of our quality commitment we are registered to the ISO 9001;2008 Quality Standard working in conjunction with our own set of operating procedures. Maintaining these objectives are achieved through:-

- Continuous registration to ISO 9001 and conformance to internal operating procedures with ongoing performance analysis of quality related activities and management review meetings. We are working towards gaining ISO9001:2015 standard in 2018
- Comprehensive scheduled internal audit reviews by professionally trained internal auditors.
- Adopting and driving best practice through membership and assessments by, the British Pest Control Association.
- Regular communication to all colleagues on customer care and quality matters.

Signed:

Phill Wood – Area Managing Director

Date: 1st February 2018