

For details of the scope of the Quality Management System (QMS), the extent of services covered by our QMS, and exclusions under Clause 7 of BS ISO 9001:2008, refer to our Quality Manual.

QUALITY POLICY

Top Managers (the Board of Directors) are responsible for maintaining and resourcing a culture throughout the business that is committed to high standards of quality management.

We maintain a quality management system (QMS) that is in compliance with the requirements of ISO 9001 (2008). Through the QMS and our reporting and audit programme we demonstrate:

- our ability to meet customer requirements
- our ability to meet applicable legislative and regulatory requirements
- our ability to address customer satisfaction through the effective application of the system, including continual improvement, and the prevention and correction of nonconformity
- measured performance against our quality objectives.

Top Managers are responsible, with the support of all Managers, for ensuring that this quality policy and our quality objectives are reviewed annually prior to budget planning, to ensure their continued focus on customer priorities. Top Managers are also responsible for reviewing our QMS annually, with the support of all Managers and the Quality Assurance Co-ordinator, to ensure its continued effectiveness.

It is the responsibility of Top Managers and all Managers to ensure that the requirements of our QMS and our documented working practices are effectively communicated and implemented by all staff. All staff, whether employed or contracted, are individually responsible for complying with the requirements of our QMS and documented working practices.

- **Trials Products and Services**

We recognise that from our clients' perspective, the successful outcome of a Trials Project depends on:

- safe working practices within a safe environment
- a clear shared comprehensive understanding of our clients' objectives and requirements
- our having the technical expertise, environment, and facilities to meet their project needs
- good project planning, in collaboration between ourselves and our client
- efficient project implementation, in line with agreed project plan, whilst providing flexibility to accommodate changes in client requirements
- clear communication of cost and timescale with fixed, variable and provisional elements identified in advance as far as is reasonably practicable, with prompt communication of the cost and timescale implications of variations.

We help our clients achieve a successful outcome by:

- a systematic approach to defining their requirements, and determining appropriate project solutions, from concept to completion and evaluation
- designating a Project team of competent and experienced personnel equipped to address project demands from concept to completion and evaluation
- regular and prompt communication and recording
- compliance with the provisions of HSG65 Managing for Health and Safety, in pursuit of safe surface and subsurface practices. We assist our clients by interpreting and applying the applicable legislative and regulatory requirements to their project.

- **Training Products and Services**

We recognise that our customers' objectives are:

- to be safe during training
- to complete their training successfully
- to enhance their employability in the current industry
- and for our corporate customers in particular, to produce trained personnel who have demonstrably met clearly defined standards.

To help our customers meet their objectives we follow a systematic approach to our training products and services that focuses on:

- producing trained personnel who will be safe and effective in the workplace
- communicating, addressing and meeting clearly defined training objectives via consistent delivery mechanisms
- delivery by competent staff utilising appropriate, reliable equipment and resources
- routine reviewing and updating to reflect changes in legislation, standards, and current industry practice
- providing a supportive learning environment that maximises every trainee's opportunity for successful completion of training
- consideration and management of risks to personnel within the training environment, over and above normal compliance with the provisions of HSG65 Managing for Health and Safety in pursuit of safe surface and subsurface practices.

Evaluation of our products and services by our clients and customers enables us to review their priorities annually and maintain a strong customer focus.