

Wilrose is committed to providing high quality, reliable and fully legal services to business customers, brokers and the general public.

Wilrose Environmental Ltd aims to ensure that the needs of our customers are clearly understood at the outset of business arrangements and are met through close liaison at all stages. We offer regular customer reviews and feedback.

Ultimate responsibility within the company rests with the Directors who are responsible for all matters pertaining to the Quality Systems in place.

The Company's Quality Policy calls for continual improvement in its quality management activities, and business will be conducted according to the following principles:

Wilrose Environmental Ltd will:

- Comply with all applicable statutory laws and regulations.
- Follow a concept of continuously improving the effectiveness of our quality systems and make best use of our management resources in all Quality matters.
- Take due care to ensure that activities are safe for employees, associates, general public and subcontractors and others who come into contact with our work.
- Work closely with our customers and suppliers to establish the highest Quality standards.
- Adopt a forward-looking view on future business decisions, which may have Quality impacts.
- Train our staff in the needs and responsibilities of Quality Management and provide the personnel and resources to ensure that the importance of meeting and exceeding customer requirements is communicated and understood throughout our organisation.
- Conduct all work to a high professional standard with technical and commercial integrity.
- To supply our customers with the products and services they require.

Wilrose Environmental Ltd have developed a Quality Management System that satisfies our requirements to achieve a program of improvement.

This policy will be reviewed for continuing suitability and effectiveness at Management Reviews and as required and appropriate.

The Directors

Reviewed and updated April 2019