

Policy No.	Title	Rev No.
POL-02	Quality Management Policy	4

The primary objective of the Apex Group (the Company) is to provide high quality works and service to our clients, from procurement through to delivery. Our corporate structure reflects our aims of continuously improving our services, whilst creating maximum transparency and consistent usage of synergies.

This primary objective will be achieved by understanding our customer needs and expectations and by providing services that consistently meet those needs and expectations whilst complying with all statutory and regulatory requirements.

Associated with this objective is the recognition that our customers expect these services to be supplied to acceptable levels of quality, at a competitive price and within an agreed time period.

To ensure these requirements are achieved with discipline and consistency, and to create an environment of continuous improvement, the company is committed to the development, implementation and maintenance of a Business Management System that, as a minimum, meets the requirements of the internationally recognised Quality Management standard, ISO 9001.

Our Business Management System ensures top management are committed to:

- Providing a framework for setting and reviewing quality objectives, which reflect our overall strategic direction. *A strategic plan and register of company objectives have been established for this purpose,*
- Ensuring this policy remains appropriate to the purpose and context of our organisation and supports our strategic direction;
- Satisfying applicable requirements of our, including understanding our client’s needs;
- Ensuring we consult with our clients to develop their needs;
- Maintaining high standards of service;
- Provision of training and development opportunities for employees to be effective in their processes;
- Establishing and maintaining a continual improvement work environment;
- Ensuring these requirements are communicated to and understood at all levels in the organisation;
- Regularly reviewing our operational processes for continuing suitability and effectiveness;
- Communicating this policy within our organisation, to ensure it is understood; and
- Ensuring the availability of this policy to relevant interested parties, as appropriate.



Paul Reade
Director



Hugh Ellis
Director

Implementation Date	Last Review	No. Pages
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