

**Continual Improvement Policy**

We are committed to providing the highest quality service in all areas of our business, including health and safety, environment and sustainability, human resources and financial operations.

In our efforts to meet the highest standards, we continually review our processes and invite feedback from clients and staff.

The principal elements of our continual improvement policy are:

- To maintain registration to Quality Management System ISO 9001: 2008, OHSAS 18001: 2007, Environment ISO 14001: 2004 and Investors in People.
- To focus on the requirements of customers and establish levels of communication to determine their needs and expectations.
- To establish and maintain an infrastructure capable of supporting all company activities and realising all company objectives.
- To identify scope for improvement in every aspect of the company's activities, devising and implementing effective solutions throughout.
- To set measurable targets for achievement and to monitor and record our achievements against them.

This policy will be reviewed annually.



**Paolo Benedetto**  
Group Managing Director  
7th January 2020