

Quality Statement

Houlder is committed to providing services and products that consistently meet and exceed the quality requirements of its clients.

Houlder has developed and implemented a Business Quality Management System (BQMS) as a key element in the overall efficiency and success of the business. The BQMS is certified to ISO 9001:2015 Standard by LRQA and is continually improved.

Houlder is committed to:

- Ensuring that all people that work for, or on behalf of, Houlder conduct their work to the highest technical and commercial standards and with utmost professional integrity.
- Learning from experience by reviewing and monitoring performance then feeding the results back into our BQMS and staff.
- Continually improving our BQMS by determining and addressing the risks and opportunities that could enhance customer satisfaction or affect the conformity of our products and services.
- Performing work in such a manner that ensures human life and the environment are protected.
- Developing an environment and culture whereby the competency of Houlder personnel is continuously reviewed and developed so that the business delivers solutions that exceed our high standards and those of our clients.
- Maintaining a clear framework in which to set and monitor the business objectives and report on the effectiveness and applicability of the processes contained within it.
- Adhering to all relevant International and National Standards and Codes of Practice in delivering this statement.
- Reviewing and revising this Quality Statement annually.

The Senior Management Team is fully committed to providing leadership and the essential resources, communication, employee engagement, training and support as required to maintain Quality Assurance.

Signed _____

Rupert Hare
Chief Executive Officer

Date 06.08.2019