

ECG Building Maintenance Ltd t/a ECG Facilities Services

Corporate Policy Statement

ECG Facilities Services aim not only to satisfy, but also exceed, their customers' expectations by providing them with a quality service.

ECG Facilities Services aim to:

- Develop an Integrated Management System that will comply with requirements and lead to continual improvement in all areas of our operations.
- By clearly defining aims and objectives, be able to train and develop the competency of our people to the standard required for delivery of a first class quality service to customers while demonstrating our commitment to health, safety and the environment.
- Ensure confidentiality of information, including that provided by customers.
- Identify and comply with all relevant legislation and other requirements to which we subscribe.
- Assess the environmental impact of our key processes, products or services.
- By careful selection of suppliers, careful use of materials and resources, seek to eliminate or reduce waste and aim to prevent pollution.
- Provide a safe and healthy working environment for all our people with a commitment to preventing injury and ill health.
- Develop a health and safety awareness culture throughout the organisation ensuring that best use is made of all safety related items.
- Ensure the health and safety of sub contractors and other persons who may be affected by our activities.
- Conduct our activities responsibly and in a manner that will protect from harm our staff, the public and the environment.
- Ensure that all employees are aware of their statutory duties and take reasonable care of themselves, others and the environment.

ECG Facilities Services will achieve these aims, and meet our business objectives, through the development of an Integrated Management System, internal communication, supervision, and the ongoing training and development of all our personnel.

A handwritten signature in blue ink, appearing to be 'S. Hawthorne', written over a dotted line.

Stephen Hawthorne
Date: 24/08/11

Managing Director