



Established 1980

PROTECTAHOME LTD

Targeting problems with the *best* solutions

Quality Policy Statement

Protectahome Ltd who supply and install damp proofing systems including remedial plastering and the remedial treatment of timber; pest control services; the supply and installation of structural anchors and wall ties for repair to buildings and structural waterproofing is committed to providing high quality products and services according to customers' expectations in terms of quality and reliability and to communicating openly and honestly. We ensure that this Quality Policy is communicated, understood and consistently applied within the organisation and provides a framework for setting measurable quality management objectives. This Policy Statement is periodically reviewed for continuing suitability, applicability and to ensure that it remains effective.

Our business will be conducted according to the following principles:

We will:

- Comply with all applicable legislation and regulations and conduct our business in an ethical and professional manner at all times, fully meeting and satisfying all applicable requirements.
- Follow and encourage a commitment to continual improvement of our Quality Management System (QMS) and lessons learnt through effective teamwork and strive to achieve, maintain and build on a level of service quality and efficiency that through always fully satisfying our customers' expectations enhances our reputation in the market place.
- Review and analyse performance to enable us to measure the effectiveness of our QMS against established quality management objectives and our commitment to continual improvement. In turn, we will also communicate internally the importance of quality and reliability and the subsequent impact on both customer satisfaction and all services that we deliver.
- Maintain this Policy Statement and make it available to relevant interested parties, as appropriate.

Gary Briscoe

Managing Director

February 2022