

Statement of Intent

The Company and its Directors have made a policy decision to ensure continuing improvement regarding the quality of services delivered to customers.

Core Policy

We understand the requirements of our customers and shall ensure we:

- Research and fully understand each customer's needs.
- Demonstrate a willingness to 'go the extra mile' for customers.
- Make time to develop strong relationships for the future.
- Target and actively seek 'the best' new business available.
- Actively seek customers' opinions on service and act to continually improve it.

We support, and develop our staff and shall ensure we:

- Respect the views of staff and colleagues and encourage their ideas.
- Set clear, agreed goals, and allow people the freedom to achieve them.
- Manage performance positively, and actively help people to develop.
- Reward performance, (financial and non-financial).
- Actively coach team members to achieve their full potential.
- Encourage the ambitions of staff (provided they are commensurate with achieving the business's objectives).

We achieve financial success through hard work and commitment:

- Achieve all financial targets. Expect and encourage others to do the same.
- Demonstrate the highest standards of work and management.
- Regularly review and implement financial control.
- Develop and apply appropriate gearing/delegation within teams.

We distinguish ourselves through our open, positive approach and our integrity:

- Adopt a straightforward, positive, honest approach.
- Demonstrate the 'firm but fair' approach.
- Always maintain the highest standards of professional integrity
- Demonstrate the 'solutions not problems' approach to our work.

The Company shall seek challenging but enjoyable work for all team members, address conflict with fairness and speed and actively promote a good social life within and between teams. We avoid 'blame culture' through friendly and open working relations so that problems are shared and overcome in a positive way.

Monitoring and Review

This policy will take effect from 1st January 2025

The Managing Director has overall responsibility for implementing and monitoring this policy, which will be reviewed on an annual basis or on notification of change to legislation or regulation.

This policy is communicated to all persons working under the control of the company, is available upon request and is stored within the organisations management system.



Lee Merces
Managing Director

1st January 2025

Policy to be reviewed by

1st January 2026