

Policy Statement Quality

This document is for the use of all staff.

This policy describes how E.E. will comply with all ISO standards for which it is accredited.

The following areas will be described:

- 1.1 Quality Policy
- 2.1 Testing and Inspections
- 3.1 Improvement Policy
- 4.1 Complaints and Non-Conformance

QUALITY POLICY

- 1.1.1 It is the policy of E.E. to provide its clients at all times with a service that meets their requirements and complies with the requirements of BS EN ISO / IEC 17025 (2017) for all tests and to comply with ISO / IEC 17020 (2012) for surveying in order to satisfy the needs of the client, and regulatory authorities, using the definition in ISO /IEC 17020 (2012) this laboratory is classed as a type C inspection body for independence. EE do not hold certification to ISO 9001 (2015) and therefore the management system complies with Option 'A' of ISO 17025 (2017) clause 8.1.1.
- 1.1.2 E.E. works independently of Enquin Ltd (which unlike E.E. is not a UKAS accredited organisation). Enquin Ltd offers services including quantity surveying, project management and cash collection. Enquin Ltd will not undertake any works that will put the compliance of E. E. at risk, with regard to ISO /IEC 17020 (2012).
- 1.1.3 The objectives of the quality system are to ensure all asbestos testing and surveying is carried out in a professional, technically correct, quality assured and competent manner.
- 1.1.4 Both senior and laboratory management are committed to good professional practice and to continually improving the effectiveness of these systems.
- 1.1.5 Improvements shall be indicated by performance review, including results of audits (both internal and external) and improvement suggestions from staff and client feedback.
- 1.1.6 Senior management will periodically communicate to all E.E. staff the primary company objectives and operational targets.
- 1.1.7 It is the responsibility of E.E. staff to familiarise themselves and implement the contents of the Quality Procedures Manual and comply with policies and procedures set down in the Quality Manual and associated documentation at all times.

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- 1.1.8 The TM will be responsible for implementing the quality policy in the Technical Office.
- 1.1.9 The QM will be responsible for the control of quality and will advise and monitor all aspects of the quality in the Laboratory.
- 1.1.10 It is not envisaged that departure from the policies detailed in this Quality Procedures Manual will occur. If however, these circumstances arise they will be taken up with a higher level of management.
- 1.1.11 The Management are committed to ensuring all activities are undertaken impartially and structured and managed so as to safeguard impartiality.

The Management will ensure impartiality of its activities and will not allow commercial, financial or other pressures to compromise our impartiality. To this end we will identify risks to impartiality on an on-going basis. This shall include those risks that arise from its activities, or from its relationships, or from the relationships of its personnel.

TESTING AND INSPECTIONS

- 2.1.1 The TM is responsible for ensuring that tests or inspections are, where appropriate, carried out in accordance with methods approved by the Regulatory Authorities responsible for work with asbestos materials.
- 2.1.2 The tests and inspections are as follows:
 - A) Four stage clearance, air sampling and measurement of the concentration of airborne asbestos fibres by phase contrast microscopy.
 - B) The sampling and identification of asbestos fibres in bulk samples by polarised light microscopy.
 - C) Inspection activities during surveying premises for the presence of asbestos containing materials (ACMs) and re-inspections of previously identified ACMs.
- 2.1.3 Copies of all relevant Legislation, Guidance Notes and Approved Codes of Practice are held on the Enquin server in Enviromental> Legislation and Guidance and are available for use by all technical and relevant staff.

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IMPROVEMENT POLICY

- 3.1.1 It is the E. E. policy to continuously improve its performance across the entire spectrum of its activities. To do so it shall use the data collected from Technical and System audits, corrective and preventive actions, internal and external quality control processes and also customer complaints.
- 3.1.2 Review of the data from these sources shall guide management towards improving what we do and how we do it. The Quality Management System is updated by the TM as required reflecting improved processes.
- 3.1.3 The Annual Management Review discusses the system changes, ensuring the continued integrity of the system as a whole. The continued effectiveness of improvements is monitored through follow up audit.
- 3.1.4 Staff members are encouraged to make suggestions that can aid the quest for improvement. Typically, staff training days and regular staff meetings offer a suitable forum for the development of ideas.
- 3.1.5 The forms and templates contained in TEAMS and with the 'Enquin Forms' folder on the server will be used for reporting results unless written agreement is obtained from the client to report the results in a different way, subject to approval by the TM.

Complaints and Non-Conformance

- 4.1.1 It shall be the policy of the company to handle all complaints, anomalies, and deviations from procedures and any non-conforming work as a matter of urgency.
- 4.1.2 A complaint is an expression of dissatisfaction made to E.E. related to its product, service or the complaints process itself, where a response or resolution is expected or it is implied that one is expected.
- 4.1.3 It does not include clarifications, questions, queries or comments which are dealt with by the MD or Staff members as appropriate. However where, in the opinion of the MD, these may amount to adverse criticism of performance then they may be elevated to complaint status as described above.

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Managing Director