

**Polyteck Building Services Ltd**  
**Quality Policy**

As a leading Building Services and Facilities Maintenance company, Polyteck is committed to maintaining highest standards of quality in both the services we provide to our clients and in our internal performance.

We have developed a Quality Management System which both sets standards for current operations and also provides the framework for a policy and programme of continuous improvement with accredited certification under the ISO 9001:2008 Quality Standard.

To this end we undertake to:

- Liase regularly with the regulatory bodies, building and allied trade associations, to ensure we are compliant with current requirements and best practice
- Continuously review, monitor, and update our operations and working procedures to ensure compliance
- Ensure all employees are fully competent by a programme of careful selection, training, monitoring of performance, and reward.
- Ensure all our operatives are qualified with the CSCS accreditation.
- Encourage teamwork, sharing of best practice, and a policy of open communication.
- Encourage (and act on) feedback from clients, prime contractors, sub-contractors, and other parties

In particular in our site operations we:

- Liase closely with the client to ensure requirements are fully met and to optimise client satisfaction in all respects
- Comply with the Building Regulations and all other legislation requirement at all times.
- Employ only suitably qualified manpower, including managerial staff
- Use only high quality building materials, hardware, and services
- Ensure any sub-contractors have the necessary competencies, qualifications, and are efficiently managed
- Ensure full office support at all times
- Seek to minimise disruption to neighbours and other third parties
- Provide a service which both us and the client are proud of, to the best of our ability.

This policy is reviewed and updated at regular intervals.

Signed



Costas Polycarpou  
**Managing Director.**

Date: 14.12.2011

**POLYTECK BUILDING SERVICES LTD.**

Company Registered in England No. 05498728  
VAT Registration No. 872483791  
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