



CP02

Quality Policy

Version 4.0

Quality Policy Statement

It is the policy of FiveRivers to provide professional environmental related services to standards that consistently comply with the agreed requirements and expectations of our customers.

In order to achieve this objective, the company will maintain an effective and efficient Integrated Management System encompassing the requirements of BS EN ISO 9001 at their latest applicable issues.

In particular, the management will:

- Monitor and measure the effectiveness of our business processes and company objectives through our Management Reviews and Internal Audit Processes.
- Monitor customer satisfaction and set objectives for continuous improvement.
- Analyse the causes of any complaint and take appropriate action to prevent recurrence.
- Ensure the availability and competence of the support resources for the core processes.
- Ensure that the company provides its services to all clients equally, without discrimination on the basis of colour, race, nationality, ethnic or national origin.
- Provide the necessary work environment to ensure the well-being of our employees and visitors.
- Encourage all employees to identify problems and make suggestions to improve all aspects of our working practices. These will be considered by senior management and appropriate actions taken and communicated
- Ensure that the company complies with all necessary regulatory and legal requirements.

The achievement of our quality objectives and continuous improvement is fundamental to all activities carried out within our company and must be practised by all employees as an integral part of their daily work.

FiveRivers will ensure that:

- All employees are informed of where to find this policy during the induction process.
- This policy is easily accessible by all members of the organisation.
- Employees are informed when a particular activity aligns with this policy.
- Employees are empowered to actively contribute and provide feedback to this policy.
- Employees are notified of all changes to this policy.

Reviews of this Quality Policy will be made annually, no later than twelve months after the date on this policy.



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