

ERS works in a number of sectors within the site investigation and remediation industry. We realise that our success depends on client satisfaction and exceptional performance, which can only be delivered through dedication and continuous development.

It is our policy that all ERS activities are carried out in accordance with our Quality Management System (QMS), which meets the requirements of ISO 9001:2015. The QMS details our procedures and associated documentation to manage and control our business. We recognise that, as quality is a collective responsibility, all staff are trained in how to use the QMS and have access to all of the tools it contains.

Our quality management system has the following aims:

- To deliver a service that maintains excellent client relationships
- To place customer satisfaction at the heart of our business
- To ensure that all work is carried out consistently to a defined standard
- To ensure we have the skills and resources to fulfil our customer requirements
- To ensure our staff are fully trained and involved in quality improvement
- To continuously improve our systems and procedures
- To use services that meet our own quality assurance standards

## IMPLEMENTATION

The Quality Manager is responsible for ensuring changes to the system are managed correctly. The policy is reviewed by the Board of Directors for continuing stability annually as a minimum and as often as appropriate.

This policy is available to all interested parties, including members of the public.



Andrew Mackenzie  
Managing Director  
On behalf of the Board of ERS

Date: 14<sup>th</sup> February 2023