

QUALITY POLICY STATEMENT

RJ Urmson Group consists of the following companies: RJ Urmson Commissioning Engineers Ltd, Urmson LLP, National Hygiene Services Ltd and Urmson Fire Specialists Ltd.

Our Values

The Quality Policy of RJ Urmson Group is to determine, agree and conform to our customer needs and expectations. The Group recognises that to be competitive and maintain good economic performance, the Group maintains a management system that is certified to ISO 9001:2015. We have considered the requirements of all interested parties and aim to continually improve the quality of our services and increase their satisfaction.

The Scope

- **RJ Urmson Commissioning Engineers Limited:** core business activities are testing, cleaning, survey, installation, maintenance and service, survey and verification of HVAC systems, commercial kitchens and fire damper equipment
- **Urmson LLP:** core business activities are commissioning, survey, monitoring and validation of HVAC and water systems
- **National Hygiene Services (NHS) Limited:** core business activities are maintenance and service, survey, testing and treatment of water systems

Our Principles

The Quality Policy provides a framework for setting quality objectives of the Group. The quality standards operating within the Group provide:

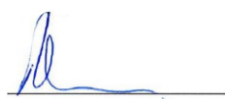
- Confidence of our customers/clients that their requirements for quality and safety are being achieved in the delivered product
- Operating standards including monitoring of performance and adoption of a best practice, continuous improvement philosophy throughout all operations
- Confidence of our management and staff that the requirements for quality are being fulfilled and maintained, and that quality improvements take place
- Complying with all customer, legal, statutory and other applicable requirements
- A framework for establishing and reviewing quality objectives

Employee / Agent Commitment

RJ Urmson Group are conscious that the motivation of our employees is dependent on their training and understanding of the tasks they are expected to perform. It is part of our on-going training programme that this Policy is communicated and understood at appropriate levels within the Group.

Policy Control and Review

Copies of this policy will be displayed at all RJ Urmson Group locations, communicated to every employee and be available to all other interested parties. The Policy will be regularly reviewed to ensure its continued suitability to the context of the Group and strategic directors. The Policy will be reviewed at least every 12 months. Policy changes will be approved and communicated by the Director. The specific arrangements for the implementation of the Quality Policy are detailed in support documentation.



Rob Urmson
Director