

	<b>Quality Policy Statement</b>			REF:	<b>ES001</b>					
				ISSUE:	5					
				DATE:	05/02/21					
				PAGE:	1	OF	1			

EQUATE Design ensures that this statement and the associated procedures apply to all activities and work undertaken within the company, demonstrating its ability to consistently meet customer, statutory and regulatory requirements together with its commitment to enhance customer satisfaction through conformity with client needs and continual improvement of our systems.

EQUATE Design's success is based on the quality and commitment of its experienced and professional management and engineering personnel. Ongoing development of our operations and upgrading of methods, equipment and facilities ensure our continual improvement.

Equate Design are not only committed to producing a quality product, but also in providing our clients with a quality service throughout the design and construction of our projects and products.

The EQUATE Design's approach is to listen and openly discuss the individual needs of every contract so our clients receive what they require and more importantly, know exactly what they are getting before any agreement is signed. We work closely and collaboratively with our clients throughout project delivery to ensure their expectations are met.

EQUATE Design's philosophy is to maintain, and improve if possible, our record of providing work of the highest quality, in accordance with the clients' requirements, on time and within budget. To this end we endeavour to work as a team in a spirit of co-operation with the client and their professional representatives.

EQUATE Design is committed to:

- Meeting and maintaining the standards as per BS EN ISO 9001: 2015
- Setting and monitoring Targets and Objectives
- Reducing incidents and customer complaints
- Identify improvements to existing working practices
- Provide a quality Engineering Management and Design Service throughout the project delivery.

For EQUATE Design to achieve the above objectives, all employees & sub-contractors must:

- Understand the client's requirements
- Be responsible and accountable for the quality of service and quality of work

The Managing Director of EQUATE Design is fully committed to this Statement which complies with the requirements of BS EN ISO 9001: 2015 and that it is understood and implemented by all employees & sub-contractors.

This statement will be reviewed annually (or as and when required) by the Managing Director.

It is briefed and acknowledged by all employees on induction and following any policy changes and is available to suppliers, clients and the public on the EQUATE Design website [www.equatedesign.co.uk](http://www.equatedesign.co.uk)