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## QUALITY POLICY

**Lanes Group plc operates an integrated HSEQ Management system covering the key requirements of the company operations.  
 This policy will be reviewed every 12 months.**

<b>This is the policy statement and arrangements for;</b>	Lanes Group plc including UKDN Waterflow (LG) Ltd and other legal entities
<b>Overall and final responsibility for quality compliance;</b>	Wayne Earnshaw Managing Director Lanes Group plc
<b>Responsibility for ensuring this policy, its procedures and arrangements are correctly and fully implemented day to day;</b>	All Directors, Managers and Employees
<b>Appointed Person for Health, Safety, Environment &amp; Quality</b>	Paul McParland HSEQ Manager

**Lanes Group plc takes its responsibilities for quality seriously and to this end it will endeavor to ensure;**

- We deliver a quality service to maintain excellent customer relations;
- Customer satisfaction remains inherent to our business;
- Our customer's requirements have been fully understood and met;
- We have the skills and resources to fulfil our customer requirements;
- Our staff are informed, instructed and appropriately trained in the quality processes;
- We strive to continuously improve our systems and procedures;
- We only use services that meet our own quality assurance standards;
- A professional approach to customer interface is maintained at all times;
- Any complaints are dealt with efficiently and within an acceptable time period.

**It is the duty of all employees when at work to:**

- Co-operate so that we can all comply with our legal and other duties;
- To complete all work diligently and safely;
- Complete all documentation and processes diligently.

**Wayne Earnshaw – Managing Director**




**Lanes Group plc**

**6<sup>th</sup> January 2017**



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Statement of Policy	Responsibility	Action/Arrangements
Ensure all services provided meet company and client expectations;	All Directors, Managers and Employees	Put in place checks on all contracts, tenders, PPQ's and other requirements from clients and ensure all relevant information and instruction is cascaded to all relevant personnel, contractors and sub-contractors.
Provide clear instructions and information, and adequate training, to ensure employees have the required details to ensure the work is completed correctly;	All Managers	Ensure all employees, contractors & sub-contractors are given all appropriate documentation, information, instruction and training relevant to the work they undertake. They will ensure that suitable arrangements are in place to cover employees engaged in mobile work activities.
Comply with all relevant legislative and other applicable requirements	All Directors, Managers and Employees	Ensure they comply with the legal and other requirements of the United Kingdom.
Cooperate with employer to ensure all work activities, documentation and work processes are completed correctly and diligently;	All Employees	Ensure all work processes, documentation and procedures are correctly completed, and identify, report and investigate all positive and negative events / issues.
Monitoring of operations work processes and documentation;	All Directors and Managers	Ensure HSEQ inspections are conducted randomly on the mobile workforce operations and depot / department.
Monitoring and review of quality performance;	All Directors and Managers	Ensure all events are recorded on the SHE system or equivalent in a timely manner; That actions identified are closed out, recorded, and relevant people tasked, address those issues with appropriate positive and negative consequences. Data produced will be reviewed to identify trends and develop actions.
Signature: 	Date:	<b>06.01.2017</b>

