

London Network for Pest Solutions Ltd – Quality Policy Statement

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1. Purpose

This Policy sets out the standards that should be implemented in our day to day business as London Network for Pest Solutions Ltd.

2. Who is governed by this policy?

All employees and temporary workers/ contractors

3. Quality Policy Statement

London Network for Pest Solutions, as a quality service provider, is dedicated to ensure that it meets the requirements of its clients. The goal of LBN Pest Solutions is to achieve a high level of customer satisfaction. Commitment to the implementation of service excellence and sustainable operating systems is essential to realising this goal.

London Network for Pest Solutions believes in a working in partnership with customers to pursue high quality standards, sustainability and service excellence. We will continually improve our service quality.

Our Quality Policy is based on three fundamental principles:-

- London Network for Pest Solutions identifies the needs of its customers and meets those needs through its Quality Management System.
- To continuously identify opportunities for improvements in service quality and review and develop the procedures and actions required to consistently deliver those improvements.
- To ensure our staff are competent to carry out their work activity in a manner that supports this Policy.

To ensure that this policy is successfully implemented, our staff will be responsible for ensuring that our procedures are followed to meet those requirements.

To ensure that the requirements of this policy are met and continual improvement is maintained, our management team will set, review and monitor quality objectives linked to our customer's defined Key Performance Indicators.

The Quality Policy will be communicated to all staff and sub-contractors.

Within this Quality Policy, London Network for Pest Solutions is committed to operating under the disciplines and control of a Quality Management System conforming to the International Standard BS 16636 the European pest control management standard and ISO14001 Environmental Management System.

London Network for Pest Solutions is committed to operating continuously to this Policy and will regularly review and improve work activities to ensure the highest standards of quality service are delivered in a cost effective and timely manner for the benefit of its customers.

London Network for Pest Solutions will ensure that all staff understand and implement this policy and our procedures and will perform their work activities effectively through a rigorous selection process and our ongoing training and development programme.