



Quality Policy Statement 2020

It is the objective of GRAHAM Asset Management to ensure total compliance with ISO 9001:2015, operating as a provider of the following services:

1. Facilities Management
2. Environmental Services
3. Energy Management
4. Fire & Security (with a commitment to comply with the Quality Schedules SSQS 101 & FSQS 121 and works carried out under the BAFE Modular Scheme SP 203 Part 1)
5. Highway Management Maintenance (ensuring total compliance with NHSS sector schemes 2B & 12A/B/D.)

This Quality Management System has been successfully assessed and registered to the provisions of ISO 9001:2015.

Top Management is committed to:

- Satisfying applicable requirements by ensuring that both customer and applicable statutory and regulatory requirements are determined, understood and consistently met.
- Not only meet current legislative requirements, codes of practice and industry best practice, but to exceed our obligations under the relevant legislation.

Top Management shall:

- Take accountability for the effectiveness of the QMS
- Ensure the quality policy and quality objectives established for the QMS are compatible with the context and strategic direction of the Company. Quality objectives have been set and are maintained in order to enhance customer satisfaction.
- Promote the use of a process approach and risk-based thinking.
- Ensure sufficient resources are available
- Ensure that the QMS achieves its intended results
- Promote continual improvement
- Establish partnerships with all interested parties to provide an improved service.

This policy will be communicated to all employees and organisations working for us or on our behalf. Employees and other organisations are expected to co-operate and assist in the implementation of this policy.

This policy will be reviewed annually by Top Management and where necessary will be re-issued. It will also be made available to interested parties, upon request.

B. DEVLIN
Managing Director
5 January 2020