**Quality Policy**

C W Smith & Sons Limited trading as **Exact Moves (**The Company) operations centre is located in West Thurrock, Essex and provides services to a broad range of sectors as identified within the Company scope of business that is

**Business moves and storage services**

to clients mainly within the UK and occasionally Europe. It is committed to an ongoing policy to ensure that it involves meeting and surpassing the customer’s expectations and operational needs through interpreting the clients brief and requirements to the Company’s methods of Business.

The Company has established an Integrated Management System (IMS) which meets the requirements of ISO 9001:2015 (Quality Management System), ISO 14001:2015 (Environmental Management System and ISO 45001:2015 Occupational Health and Safety.

**The Company** are a business moves specialist that recognises quality as part of the hub of providing a successful, efficient and competitive service. In order to provide this service, we take time and understanding to employ the staff of the highest calibre and further train them to the high levels of experience that we offer to our clients.

**The Company** internal ethics and processes ensure that all of our staff undergoes extensive induction and continuous training to provide the highest quality standards that we insist upon.

Our management team reflects such skill levels to facilitate our clients’ requirements. All our managers are fully conversant in all aspects of the relocation process from the initial meeting to the placing of the final crate and during this process we hand hold our clients to give them total peace of mind that we will deliver the project and surpass their expectations.

It is the responsibility of every employee to ensure that our products and services meet the quality criteria set by the Company. The company supports a culture that values the highest quality performance with every function having the objective of quality in mind. The Company aims to support these commitments by the use of an Integrated Management System which will be reviewed to assess its effectiveness and opportunities for improvement by ensuring: -

* The service provided conforms to agreed clients' requirements including compliance with legal, statutory, regulatory and other requirements.
* Quality objectives and targets are set, reviewed including associated risks (risk register) and progressed via the formal management review process. These objectives are clearly communicated to all staff so that they may participate in their achievement.
* Appropriate resources are available, and training is organised to support the needs of the business.

The Company has a policy of continual improvement to its Integrated Management System (IMS) including its services / products and client focus ensuring that we understand the client’s needs, both now and for the future and by: -

* + Maintaining an IMS which conforms to ISO 9001:2015, ISO 14001:2015 & ISO 45001:2018.
	+ To be attentive to our clients’ needs and requirements, then develop those objectives and integrate them into the review process & move solutions.
	+ Continually improving customer satisfaction.
	+ to enable our people to formulate solutions that meet and surpass our clients’ expectations.
* promotion of equal opportunities and to nurture innovation.
* Continually develop the communication between staff and clients, interested parties and ensuring that all employees are suitably trained and resourced to support the needs of the business.

**Quality Policy**

* All new and existing personnel and persons working on behalf of the Company are made aware of the Quality Policy by internal communication (e.g. displayed within the company workplace), on-going training and Induction.
* This Quality Policy is also made available to the public and other relevant interested parties either electronically via the web site and / or via hard copy issued on request.

The Quality Policy is supported by systems and processes that are aligned and meets the requirements of ISO 9001:2015 and is communicated to all staff, workers, sub-contractors and other personnel working on behalf of the Company.

This policy is a strategic business tool and supports the corporate philosophy to provide a quality, innovative, compliant and sustainable service to the sectors in which the company operates.

This Quality Policy is approved by the undersigned and is the authoritative document relating to the Quality Management within the Company.

**Signed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date:** January 2022

**Name:** Mrs Michelle Duggins-Jones **Title:** Managing Director