



Quality Policy

Introduction

Envance Limited (“the Company”) was established in 2020 to provide environmental and sustainability management consultancy services.

Quality is important to our business because we value our customers. We strive to provide our customers with products and services which meet and even exceed their expectations.

We are committed to continuous improvement and are working towards a formal Quality Management System to provide a framework for measuring and improving our performance.

We have the following systems and procedures in place to support us in our aim of total customer satisfaction and continuous improvement throughout our business:

- two stage quality assurance procedure. All outputs are peer reviewed followed by authorisation by senior member of staff.
- collection and monitoring of customer feedback
- a customer complaints procedure, including escalation to a director and lessons learned procedure
- selection and performance monitoring of suppliers against set criteria
- training and development for our employees
- regular audit of our internal processes
- management reviews of audit results, customer feedback and complaints

Our internal procedures are reviewed regularly and are explained in a Quality Assurance work instruction which is made available to all employees.

Although the Directors have ultimate responsibility for Quality, all employees have a responsibility within their own areas of work to help ensure that Quality is embedded within the whole of the company.

This policy will be reviewed annually or when there is a change in circumstances, in work practices or the introduction of new legislation.

Signed by: Chris John

Erica Kemp

Position: Director

Director

Signature:

A handwritten signature in black ink, appearing to be "C John".

A handwritten signature in black ink, appearing to be "Erica Kemp".

Date: Jan 2023

Review date: Jan 2023

