

Industrial Coating Services Limited (ICS) operates throughout the UK, providing specialist services in surface preparation and the application of protective and decorative coatings within a variety of sectors including utilities, railways, highways, local authorities and construction.

ICS is committed to providing a professional service that fulfils all compliance obligations and satisfy all applicable requirements. To achieve this ICS has developed an integrated management system (IMS) which meets the requirements of ISO 9001 and NHSS Sector Scheme 19A.

Senior management are committed to the continual improvement of the quality management system and will ensure the following:

- The initial and on-going development, implementation and maintenance of its QMS processes and arrangements;
- The improvements in the effectiveness of the quality management system through on-going review and audit;
- The provision of adequate resources to fulfil the requirements of the QMS in full;
- The setting, monitoring and completion of established quality objectives;
- The enhancement of clients satisfaction through on-going communication and performance monitoring;
- The communication of the requirements of this quality policy to all workers and interested parties;
- The undertaking of periodic management reviews to ensure the effectiveness and continuing suitability of the QMS.

To comply with the above requirements and ensure that our quality management systems are fully implemented all members of staff at all levels within the organisation are actively encouraged to promote compliance through the reporting of non-conformances and improvement opportunities.

The Company will ensure that quality responsibilities are effectively assigned, accepted and fulfilled at all levels. This policy statement will be reviewed as part of change planning, lessons learned, knowledge transfer, post incident and annually.

Signed:



Printed: *Richard Parker, Managing Director*

Date: *January 2021*

Review Date: *January 2022*