

QUALITY AND SERVICE TO CLIENTS

Quality Policy Statement

It is the policy of this company to achieve the highest possible standards of quality in all aspects of its service. The company shall, at all times, provide its clients with a service complying with the International Standards EN ISO/IEC 17020 and 17025 for those tests and inspections for which it holds UKAS accreditation.

The company is committed to continually reviewing and improving the effectiveness of the quality management system.

All aspects of the system are audited regularly to ensure the quality standards are met and to ensure there are no conflicts of interest between the various services we offer. Directors and management are fully committed to impartiality

All members of staff working for the company will be instructed to familiarise themselves with the content of the Quality Manual in order to comply with the policies and procedures it specifies so that the required standard of quality and service will be maintained.

The Technical Management Team is responsible for the implementation of the quality policy in the company.

The Quality Director has overall responsibility for control of quality and together with the Health, Safety, Quality & Environment Manager advises on and monitors all aspects of quality in the company. In the absence of the Quality Director the Health, Safety, Quality & Environment Manager assumes responsibility.

Objectives of G&L Consultancy Ltd

The objectives of G&L Consultancy Ltd are to provide a testing and consultancy service to public and private sector companies, and members of the public, in all asbestos-related issues. The service includes:

- Carrying out the 4-stage clearance process in order to provide a certificate of reoccupation following asbestos removal and air monitoring to determine asbestos fibre concentrations in all other situations where necessary.
- Carrying out Management, Refurbishment and Demolition surveys in buildings in order to locate and document the presence of asbestos-containing materials, thus creating establishment-specific Asbestos Registers. This is classed as a Type C inspection service, offered to all external organisations.

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- Carrying out reinspection surveys of buildings to check and update the condition of all originally identified and presumed asbestos-containing materials.
- To analyse suspect materials in order to determine the presence of asbestos.
- To provide a removal and remediation service for non-licenced asbestos-containing materials.
- To provide training and seminars to commercial and private clients on all aspects of asbestos from basic awareness to full asbestos management training as well as the BOHS P400 series training courses on specific asbestos testing activities.
- To carry out the required training for licenced removal contractors from new operatives through to supervisors and managers training as well as the annual refresher training.
- To provide a face fit testing service for all forms of respiratory protective equipment disposable and non-disposable using either a quantitative or qualitative method.
- To provide health and safety advice, policies and inspections to clients as required.
- To provide advice and recommendations for the ongoing management of all asbestos-containing materials.

Service to the Client

The company affords all clients and their representatives reasonable cooperation to enable them to monitor the performance of the company in relation to their contract. This co-operation includes:

- undertaking any reasonable check tests to enable the client to verify the testing and inspection capabilities of the company;
- affording the client or their representative access (subject to the confidentiality of work for other clients) to relevant areas of the offices and laboratory, for the witnessing of tests performed for the client;
- preparation, packaging and dispatch of test samples or other items needed by the client for verification purposes.
- ensuring good communication with the client at all times regarding advice and guidance in technical matters, opinions and interpretations of results and notice of any delays or major deviations in the performance of the tests.

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- obtaining feedback from the client, in order to analyse and continually improve all aspects of the service provided by G&L Consultancy Ltd.

Service to the Client

An incident is classed as a 'Complaint' when a customer informs us, either verbally or in writing, of a situation where any aspect of our service, test results, or actions taken by any member of staff is not of an acceptable standard.

It is the policy of the company that all reported complaints will be dealt with quickly and effectively and that all necessary action will be taken to prevent re-occurrence of the problem. The complaint will be fully investigated by a Manager / Director who is independent of the complaint received. Records shall be maintained of all complaints and of the investigations and corrective actions taken.

All complaints must be responded to initially within 3 working days to inform the complainant that it is being dealt with and give an estimation of timescale if possible.

Following completion, all records associated with the investigation are reviewed by a Manager / Director who is independent of the complaint received and the subsequent investigation.

Details of our internal complaints' procedure is available to any interested parties upon request.

The company will have the responsibility for all decisions at all levels of the handling process for any complaints and appeals. Investigation and decision on appeals shall not result in any discriminatory actions.

This statement will be displayed in the main office and reviewed annually or earlier if significant business changes warrant it, any revisions will be brought to the attention of staff. Copies of this policy will be held in all offices and available to all staff.

This policy has been endorsed by Julie Lewis and has the full support of the management team.

The policy was reviewed and approved on 10th January 2025 following consultation with senior managers and workers.

MANAGEMENT POLICY

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Overall responsibility for the effectiveness of the policy lies with Julie Lewis, Quality Director. For more information, please contact this person: 01823 443 898

Director	Name	Signature	Date
Quality Director	Julie Lewis	<i>Julie Lewis</i>	10 th Jan 2025
Technical Director	Paul Lewis	<i>Paul Lewis</i>	10 th Jan 2025
Somerset Office	Name	Signature	Date
Health, Safety and Quality Manager	Mark Skinner	<i>Mark Skinner</i>	10 th Jan 2025
Operations Manager	Darren Alway	<i>Darren Alway</i>	10 th Jan 2025
Client Liaison Manager	James Ooyman	<i>James Ooyman</i>	10 th Jan 2025
Finance and HR Manager	Sally Monger	<i>Sally Monger</i>	10 th Jan 2025
Asbestos Removal & Air Test Manager	Jason Monger	<i>Jason Monger</i>	10 th Jan 2025
Training Manager	Jack Leese	<i>Jack Leese</i>	10 th Jan 2025
Survey Manager	Jo Haigh	<i>Jo Haigh</i>	10 th Jan 2025
Northern Ireland Office	Name	Signature	Date
Northern Ireland Director	Alan Lewis	<i>Alan Lewis</i>	10 th Jan 2025
Business Development & Personnel Manager	Karen Lewis	<i>Karen Lewis</i>	10 th Jan 2025
Lab Manager	Colin Webb	<i>Colin Webb</i>	10 th Jan 2025
Deputy NI Branch Manager	John McAleenan	<i>John McAleenan</i>	10 th Jan 2025