

# Balcombe Pest Control

## Quality Policy

Balcombe pest control has a mission to meet and exceed its customer's expectations and become a preferred provider of quality services for pest control; services.

This will be achieved by:

- The use of qualified and competent personnel
- Regular Training
- Health & Safety compliance
- Maintaining a Superior Standard of Customer Service
- A Service that is viewed as value for money

To meet this commitment, the company will operate under the control of a Quality Management System that meets the requirements of ISO 9001:2000. It is the company's objective to implement this Quality Policy continuously and to demonstrate its commitment to ISO 9001:2000 Standard through registration and annual review.

Balcombe pest control is committed to meeting customer and regulatory requirements and to continually improving the effectiveness of the Quality Management System. The company recognizes that achievement of quality depends upon the competence, commitment and contribution of all its employees. To facilitate this, everyone is made aware of the procedures and standards that form the company management system and are encouraged to contribute to its continuing improvement.

It is the company's belief that, in applying these standards, it will be able to meet the requirements of its customers and industry.

This policy shall be reviewed annually and whenever necessary.