



Safety, Health, Environment & Quality

## Quality Policy Statement

**HSQ004**  
**June 2021 v.1.4**

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## 1. Approval

**Date of Initial Published Version:** 15<sup>th</sup> April 2019

**Name and Title of Approver:** **Paula Claytonsmith ED**

**Date of Approval (this version):** 14<sup>th</sup> June 2021

This Quality Policy Statement was originally published by Stephen Berry, SHEQ Manager for Gaist Solutions.

Please contact [stephen.berry@gaist.co.uk](mailto:stephen.berry@gaist.co.uk) with questions, comments and improvement ideas.

## 2. Revision History

The following revisions have been made since its initial publication:

Revision Date	List of Changes	Author	Approval
15 <sup>th</sup> April 2019 v1.0	Initial version	SJB – QM	Paula Claytonsmith - MD
1 <sup>st</sup> October 2019 v1.1	Periodic review – re-formatted as per company standard docs.	SJB – QM	Paula Claytonsmith - MD
15 <sup>th</sup> October 2020 v1.2	Annual Review. New corporate format applied.	SJB – QM	Paula Claytonsmith - MD
18 <sup>th</sup> January 2021 v1.3	Review and amendments to ensure ISO compliance.	SJB – QM	Paula Claytonsmith - MD
14 <sup>th</sup> June 2021 v1.4	Minor amendments to ensure ISO compliance.	SJB – SHEQ	Paula Claytonsmith - ED

### 3. Quality Policy Statement

The objective of Gaist Solutions Ltd is to collect, analyse and provide roadscape data and intelligence and provide consultancy services for our customers in order to provide an accurate and detailed map layout of the whole roadscape environment.

In order to achieve this objective, the Company will maintain an effective and efficient Quality Management System based upon the requirements of ISO 9001:2015.

In particular, the Company will:

- Continually work to fulfil customer requirements.
- Through internal audit and management review, set measurable objectives that will enable us to satisfy customer requirements, including:
  - delivering a high standard of customer service, improving client satisfaction, protecting the environment, preventing pollution, preventing injury and ill health and promoting continual improvement.*
- Monitor and measure the effectiveness of our business processes and objectives through Management Reviews and the internal audit process
- Proactively seek feedback from customers on how well our services meet their requirements and set objectives for continual improvement
- Analyse the causes of any complaint or problem and take appropriate action to prevent recurrence
- Recruit employees who are customer focused and support them with appropriate training and systems to ensure their competence always meets the Company's requirements
- Provide a work environment that promotes the wellbeing of its employees and encourages positive teamwork
- Encourage all employees to identify problems and make suggestions to improve all aspects of the Company's services and business processes
- Ensure that all employees and people doing work for us are aware of the Quality Policy and are committed to the effective implementation of the Quality Management System
- Ensure that the Company complies with all necessary regulatory and legal requirements

Processes and management system controls have been developed to help ensure that these objectives are met and are communicated to all personnel as appropriate. The continual improvement of the Company's Quality Management System is fundamental to the success of its business and must be supported by all employees and people doing work for us as an integral part of their daily work.

This policy is to be read in conjunction with other related company documentation and processes. It will be available as documented information and communicated to employees and other interested parties in line with company processes.

A handwritten signature in black ink, appearing to read 'Paula Clayton-Smith', with a long horizontal flourish extending to the right.

Paula Clayton-Smith  
Executive Director