



Asbestos & Legionella Control Services are committed to the provision of high quality services to our clients. The cornerstone of this commitment is quality;

The management of Asbestos Control Services (ACS) Limited will operate a quality system compliant to ISO17020 and ISO17025 to ensure our client needs and wants are met or exceeded. The system will be enforced by the management team with all employees contributing, administering and applying the procedures laid out within the control manual.

The Operations Director, (In the role of quality manager) will have overall responsibility for the running of the system with the Operations Manager assisting in the role of deputy QM. Audits will be scheduled and carried out to each element as applicable allowing for full system review over the course of a year with multiple points of cross checking allowing for a robust and thorough analysis.

In order to fulfil our commitment to quality to our clients Asbestos Control Services (ACS) Limited shall;

- Produce and maintain a documented system to manage the company operations. This system will be assessed by UKAS with a view of gaining full accreditation to ISO17020/ISO17025.
- Carry out an annual management review of the company procedures to ensure suitability and conformity.
- Ensure that ACS/LCS staff carry out operations as documented within the company procedures.
- Offer independent and impartial professional written opinions and interpretations to clients
- Ensure that the highest levels of client confidentiality are maintained, advising the client and receiving permission before information is placed in the public domain.
- Ensure that any activities that would affect the company's impartiality or operational integrity are identified and reported to senior management.
- Shall identify any risks to the impartiality of services on an ongoing basis and ensure that impartiality and standards of services are not compromised.
- Shall maintain adequate insurances and cover to our meet company needs and statutory requirements
- Obtain feedback from clients to facilitate the continuous improvement of services provided
- Provide the necessary training for all employees and actively encourage continued professional development.

A handwritten signature in blue ink, appearing to read 'John Jameson', written over a horizontal line.

**John Jameson**  
**Operations Director**