

"HDR. is a quality driven organisation with a corporate vision to provide innovative products and services to our Clients in line with a Quality Management System that is accredited to ISO 9001:2015. The Managing Director has the ultimate responsibility for the Quality Policy and supporting management system and has appointed Edwy Harrison as the Management HSEQ Representative, with particular responsibility for advising and informing on Quality Policy and ISO 9001 compliance. It is the policy of HDR. to provide a level of service and focus that exceeds Client expectations and delivers complete client and customer satisfaction.

HDR. is committed to:

Maintaining compliance with legislation and approved codes of practice applicable to the Quality Policy as a minimum, and to monitoring new developments to continually improve the Quality performance standards.

Making Quality Assurance an integral part of the management of HDR.

Managing Quality issues through a structured approach to policy, processes, training and awareness.

Involving and consulting with employees to effectively communicate on Quality matters.

Reviewing the Quality Policy on an annual basis and implementing appropriate improvements.

Bringing all changes in the Quality Policy and Quality Management System to the attention of all employees.

Continually improving the effectiveness of the Quality Management System.

Engaging positively with our Clients and customers in order to generate improvement and to ensure that measurable quality objectives are established and reviewed.

Objectives being:

- ✓ *Conform to, and achieve, customer and contractual requirements*
- ✓ *Provide a leading-edge product and service to our customers and to help them achieve and exceed expectations*
- ✓ *Maximise value to all stakeholders whilst minimising associated risks*
- ✓ *Deliver performance driven, best value solutions*
- ✓ *Adhere to work programmes and budgets*
- ✓ *Deliver continual improvement in systems, process and people development via the effective application of the management systems and procedures*

Every member of HDR. will be briefed on and will embrace these values. An atmosphere of quality improvement shapes our organisation and provides unquestioned conformance with contract requirements.



Mark Bailey
Managing Director
Hampshire Demolition and Recycling
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