

ENVIRONMENTAL VISAGE LIMITED

QUALITY POLICY

Environmental Visage Limited (Envisage) is a small environmental consultancy. The quality of our service to our clients is of utmost importance and is the foundation of our business. The confidence that our customers have in us, defines our success.

Envisage aims to apply quality procedures to all areas of our work, in order to ensure that a defined and repeatable level of service is provided. Where improvements or additional client needs are identified, these can be incorporated into the system, either on a case-by-case basis, or through the review of the procedure detail where their adoption would improve the overall system and quality of our work.

In order to work to and promote high standards and best practice in our work, Envisage will enable staff to develop their skills, through formal or informal training and continued professional development. Enabling personnel to maintain and develop their knowledge is advantageous to the business as it ensures that staff are well informed and satisfied. It is also advantageous to our clients, as it can provide timely knowledge of changes in requirements or may extend the services that the business can offer. Hence Envisage is fully committed to providing staff with the time and support to maintain and develop the skills and knowledge which support their work.

Performance is paramount, and compliments, comments and complaints are taken seriously within the business. Envisage prides itself on being an independent consultancy offering an informed and impartial service with a highly professional approach. Our dedication to quality helps to promote our own, and our client's expectations, and ensures a solid business foundation.

This Policy will be subject to regular review (at least annually) in order that it remains current and valid to Company needs and operations. This Policy may be distributed to all stakeholders and other interested parties, and is written and wholly supported by the Board, as signed below:

Dr Amanda Owen.
Managing Director and Principal Environmental Consultant.
Environmental Visage Limited.

June 2024.
Review due no later than June 2025.