

## Quality Policy

Exact Moves provides under its current scope of business: **Business moves and storage services**

This involves meeting and exceeding the Clients specifications and operational needs through interpreting the client's brief to the Company's methods of Business.

**Exact Moves** are a business moves specialist that recognises quality as part of the hub of providing a successful, efficient and competitive service. In order to provide this service we take time and understanding to employ the staff of the highest calibre and further train them to the high levels of experience that we offer to our clients.

Exact Moves internal ethics and processes ensure that all of our staff undergoes extensive induction and continuous training to provide the highest quality standards that we insist upon.

Our management team reflects such skill levels to facilitate our clients requirements.. All of our managers are fully conversant in all aspects of the relocation process from the initial meeting to the placing of the final crate and during this process we hand hold our clients to give them total peace of mind that we will deliver the project and surpass their expectations.

It is the responsibility of every employee to ensure that our products and services meet the quality criteria set by the Company. The company supports a culture that values the highest quality performance with every function having the objective of quality in mind. The Company aims to support these commitments by the use of an Integrated Management System which will be reviewed to assess its effectiveness and opportunities for improvement by ensuring:-

The service provided conforms to agreed customers' requirements including compliance with legal, statutory, regulatory and other requirements.

Quality objectives are set and progressed via formal review. These objectives are clearly communicated to all employees so that they may participate in their achievement.

Appropriate resources are available and training is organised to support the needs of the business.

The Company has established an Integrated Management System which has been certified by INDEPENDENT EUROPEAN CERTIFICATION Ltd to comply with the requirements of:

BS EN ISO 9001:2008

The Company has a policy of continual improvement of both its Services and its Customer focus ensuring that we understand the Customers needs, both now and for the future.

- Establishing and maintaining a integrated management system which conforms to ISO 9001:2008 & ISO 14001: 2004
- To be attentive to our clients needs and requirements, then develop those objectives and integrate them into our move solutions
- Continually improving customer satisfaction.
- To provide the ability for our people to formulate solutions that surpass our clients expectations
- Promotion of equal opportunities and to nurture innovation
- Continually develop the communication between staff and clients, and ensuring that all employees are suitably trained and resourced.

Signed: *Mr R W Jones*.....

Mr Rick Jones **Managing Director**

Date: November 2012