

Document Title: Quality Policy	
Document Reference: CG-P-30	Version No: 7
Applicable to: Group	

This Quality Policy applies to all companies under the Churchill Contract Services Group Holdings Ltd to include the following subsidiaries and trading names:

- Churchill Contract Services (CCS)
- Churchill Security Solutions (CSS)
- Churchill Environmental Services (CES)
- Lightbridge Support Services (LSS)
- Churchill Emergency Support Ambulance Services (CESAS)
- Churchill Make Ready Ambulance Services (CMRAS)
- Catering By Churchill (CBC)

Churchill Contract Services Group Holdings Limited has total commitment to quality and always put our customers first in all that we do. We have an established quality management system which has an accredited certification to BS EN ISO 9001:2008 and is continually monitored and updated to ensure that all of our services offer the highest standards of quality and consistency. We are committed to comply with requirements of BS EN ISO 9001:2008 and continually improve the effectiveness of the quality management system.

Our commitment to quality is based on the principle that the effective and consistent implementation of operational systems, which encompass both customer and business requirements, will result in the continual satisfaction of customer needs. We will achieve this through the continual improvement of the organisation's activities. To achieve this we will plan, set and implement specified and measurable quality objectives in the Group HSEQ Plan which provides a framework for setting and reviewing quality objectives.

This will be further supported by the regular review of the effectiveness of the management system via the management review process. The quality management system requirements are defined in documented Integrated Management System and operational manuals, which provide guidance across all areas of the Churchill Group activities.

The Churchill Group is committed to the provision of quality and cost effective services which are designed fully meet the needs and expectations of our clients.

We are convinced that the most important aspect of providing a quality service is the caliber of our site-based staff and support management; in this regards we are committed to communicating with and the training of all employees to deliver service excellence throughout the Churchill Group.

Whilst the Managing Director takes responsibility for monitoring the effectiveness of this policy and driving the company to achieve continual improvement in quality performance, the successful implementation of this policy requires total commitment from all employees of the business.

Issue Date: October 2015	Department Owner: HSEQ
Author: TF Studio	Page 1 of 2 Authorised by: J. Briggs

Signed on behalf of Churchill Contract Services Group Holdings Ltd



J. M. Briggs – Group Managing Director

Date: 2nd December 2014

Review date: December 2015

Version history				
Version No.	Date	Section	Page	Summary of changes
4	02/01/13	-	All	Wording change following annual review.
5	01/03/14	-	All	Scope extended to include Catering By Churchill.
6	02/12/14	-	All	Minor changes to wording and phraseology.
7	08/10/15	-	All	CMRAS Added

Issue Date: October 2015		Department Owner: HSEQ	
Author: TF Studio		Page 2 of 2	Authorised by: J. Briggs