

QUALITY POLICY

Green Spark assists businesses in pollution prevention, management of pollution risk and reducing their carbon footprint. This includes advising and investigating on site conditions and procedures with in-house staff and specialist third party contractors who are selected for their expertise and experience in the field.

Green Spark aim to satisfy the quality and delivery of these requirements to our customers at competitive prices. Performance in meeting customers' requirements is regularly reviewed and feedback is used to continually improve service delivery.

In particular, the management will:

- Monitor and measure the effectiveness of our business processes and company objectives through Management Reviews and Internal Audit Processes;
- Monitor customer satisfaction and use responses to inform objectives for continuous improvement;
- Analyse the causes of any complaint and take appropriate action to prevent recurrence;
- Ensure that Green Spark provides its services to all clients equally, without discrimination;
- Provide the necessary work environment to ensure the wellbeing of employees and visitors;
- Encourage all employees to identify problems and make suggestions to improve all aspects of working practices that will be considered by senior management;
- Ensure that all employees are aware of this Quality Policy and committed to the effective implementation of the Quality Management System;
- Ensure that the company complies with all necessary regulatory, legal and customer requirements.

Signed on behalf of the Board of Management: Michael E Flanagan



Position: Managing Director

Date: 30th March 2020