



SURVEY QUALITY POLICY STATEMENT

It is the policy of HAWKESFORD to provide survey/valuation services which fully meet the needs of their clients. These services are carried out in a cost effective and timely manner, and in accordance with recognised standards.

The Senior Member of HAWKESFORD has been appointed as Quality Manager to implement the quality management system in conformance with ISO 9001:2015 and to ensure that adequate resources are always available. The Quality Manager has the authority to enforce the requirements of the system, to manage and review the system and seek to improve its effectiveness. The Administrators will deputise for the Quality Manager and act in his absence or when otherwise required to do so.

The quality system incorporates planning and procedures to assist staff in carrying out their work in a consistent and economical manner and to ensure that projects are successfully completed in accordance with the client's wishes whilst complying with all legal, regulatory and any other applicable requirements.

The organisation sets and measures quality objectives at the Management Review Meetings.

All staff have been informed of this quality policy and appreciate the importance of quality in the control of present-day professional practices. They understand why they are required to carry out their duties in accordance with the quality system and continually seek ways of improving services to the clients and improve the Quality Management System. The quality policy is made available to any interested parties upon request.

Any conflict will be mediated upon and resolved by the undersigned, and any such decisions in this respect will take into account all Standard or client requirements and will not negate any applicable requirements.