

Glenco Commitment to Quality and Service:

Glenco firmly believes that its business processes are key to ensuring we continue to provide high levels of quality, customer satisfaction, valued customer service and working techniques to facilitate installations for completion. To consistently provide products and service which meet and where possible or appropriately, exceeding the expectations of our Client, Partner and other Stakeholder requirements.

We will ensure that our business processes can adapt and develop to meet the ever- changing requirements of our commercial environment and to continually improve the effectiveness of our management systems.

Furthermore, we will ensure our approach for flexibility and adaptability through continuous improvement, training and development, providing a basis to ensure all employees have a good knowledge of the company's service objectives and requirements, and that they are involved in implementation and promotion of these processes or systems.

To achieve value and improve levels of customer satisfaction, Glenco will maintain, review and revise service delivery objectives and targets, where required, and will conduct process reviews and audits of operational activities.

Additionally, Glenco, is committed to continual improvement of its quality performance in line with the practicable implementation of standards as appropriate with its Clients, Partners and other Stakeholders.

Signed:



Mr Mark Norton

Director

Glenco Civil Engineers

Date: 1st February 2015