

## QUALITY POLICY

Teneo is engaged in the business of industrial services and environmental management and this policy applies to all of our divisions throughout the organisation.

We will consistently provide products and services that meet or exceed the requirements and expectations of our customers. We are committed to a compliance with our quality management system and, through an ongoing process of review and development, will implement any changes that can improve the effectiveness of this system.

### MISSION STATEMENT

*Our mission is to reliably meet service levels and continually strive to improve the appropriateness, efficiency, effectiveness and timeliness of those services.*

### FRAMEWORK & OBJECTIVES

Teneo carries out regular management meetings to establish and review the appropriateness, suitability and purpose of the company's quality objectives.

Our overall quality objectives are to:

- Provide service and information that is relevant and cost effective to our clients;
- Treat each client with professional ethics and 'best practice management';
- Continually improve the quality of our management system and the services provided to our customers;
- Understand and improve the business capacity of our clients;
- Continue our own professional development to deliver contemporary services;
- Provide products and services that are competitive;
- Continually monitor and assess the provisions of products and services to our customers;
- Meet, and where possible, exceed our customer's expectations;
- Ensure company policies and procedures are communicated and understood by all employees.



**Michael Walsh**  
MANAGING DIRECTOR – March 2019