

Oracle Environmental Experts Ltd provide environmental expert witness and technical services to a wide range of clients with our core strength in the assessment of environmental impacts, risks and liabilities associated with pollution incidents and historically contaminated land.

We are committed to providing a quality of service which fully meets the prescribed and inferred requirements of our clients. It is our vision that Oracle Environmental Experts Ltd becomes seen as the experts of choice for customers and potential customers requiring technical advice and support with respect to the investigation and assessment of risks to human health and the water environment.

### ***Management Commitment***

The senior management of Oracle Environmental Experts Ltd are committed to the principles of quality management and strive to achieve excellence in all that we do. All staff are to comply with the requirements of our Integrated Management System, which is based on BS EN ISO 9001:2015 and BS EN ISO 14001:2015. This is demonstrated in our core values and we are:

- focused on our customers' requirements – listening understanding and acting on their requirements to deliver a quality outcome in a timely and efficient manner.
- proud of the high quality work we deliver – taking pride in everything that we deliver on behalf of our customers in pursuance of delivering successful projects.
- committed to setting, measuring, reviewing and achieving Key Performance Indicators (KPIs) which drive real improvements and add demonstrable value to our business.
- passionate about what we do – providing our services with energy and enthusiasm driven by our passion for excellence within the boundaries prescribed by our customers.
- committed to our staff – the company's strength is in the passion and commitment of its employees and the company is equally committed to them.
- continually learning and innovating – we encourage continuous research and development to enhance our services and our staff.
- regularly reviewing our service outputs - identifying continuous improvement opportunities by acting on management information, customer evaluation and feedback and by following up on internal and external audit findings.

To ensure we deliver our services in accordance with our core values:

- our administrative and operational functions will be defined, documented, implemented and reviewed to achieve a consistently high standard of service.
- we will encourage a culture that promotes sharing of knowledge and skills development through the professional development of our staff.
- the consultation and feedback from our customers will be used to develop and improve new and existing services.

- our services will be monitored, measured and analysed to drive Oracle Environmental Experts Ltd quality improvement.
- the performance of our Integrated Management System will be monitored and findings will be used to drive continual improvement.
- we will monitor, measure and review our business plan and strategies to ensure that they are constantly aligned to our core values and vision.
- We will ensure achievement of our compliance obligations from both legal and other sources.

Dr Diane Watson is the Director responsible for the development, implementation and improvement of all aspects relating to the integrated management system.

This policy has immediate effect and replaces all previous versions. This policy will be reviewed and amended, as necessary.

Signed  Jon Burton, Managing Director

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