

# QUALITY POLICY STATEMENT



It is a requirement of Cartrefi Cymunedol Gwynedd (CCG) that all of our activities are carried out in accordance with our Health, Safety, Quality and Environmental (HSQE) system, in accordance with ISO 9001:2015.

The aim of our HSQE management system is to ensure that:

- We deliver a quality service to maintain excellent customer relations
- Customer satisfaction remains inherent to our business
- Our customers' requirements have been fully understood and met
- All work is carried out consistently to a defined standard and 'right first time'
- We have the skills and resources to fulfil our customer requirements
- Our staff are fully trained and involved in quality improvement
- We strive to continuously improve our systems and procedures
- Any complaints are dealt with efficiently and within agreed timescales

Our approach is underpinned by our vision "to be a leading provider of quality housing – meeting the needs of customers, valuing communities" and by our 5 key values. These are:

- **Fair**                                    **make a consistent and objective decisions which promote equality and respect diversity**
- **Accountable**                        **Be effective and take responsibility for the decisions we make and the things we do**
- **Open**                                    **Be honest and transparent in everything we do**
- **Innovative**                           **Be ambitious and open to new ideas and new ways of working**
- **Approachable**                      **Be accessible and easy to work with at all times**

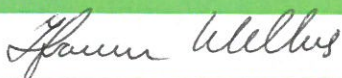
The direction of the company is set out in our 5-year Corporate Plan for 2015-2020 which gives more detail about our ambitions.

Our objectives are continuously reviewed to ensure they are fit for purpose and that they meet the requirements of our customers, the business and other stakeholders and regulators. We will also continuously monitor and measure performance in order to identify improvement areas and actively seek feedback in order to improve standards.

We will communicate with employees to bring about an awareness of performance and business objectives that will in turn lead to improvements to the service generally.

Our professional and dedicated employees are wholly committed to this aim and the realisation of our core values, having embraced our quality conscious and customer care policies.

## Chief Executive

Signature	Date
	01/07/2018

## Board HSQE Champion

Signature	Date
	01/07/2018