

Wicklow Hire & Sales (WHS) Ltd. is fully committed to the principles and practice of excellence and will conform to the requirements of the ISO 9001:2015 Quality Management System Standard.

Our overall objective is to consistently provide customer value and satisfaction in service through leadership, employee development, recognition and continual improvement. Our Quality Management System provides a framework for measuring and improving our overall business performance, supporting our company strategy, facilitating continual improvement and ensuring the fulfilment of our customers' requirements and other applicable requirements.

The Directors and staff of WHS Ltd. commit to this by:

- Ensuring that the company fully meets and complies with the requirements of our customers and by endeavouring to enhance the overall service to our customers, to ensure that they are fully satisfied.
- Ensuring that the requirements of all interested parties are clearly understood so that our services can be delivered in a timely and professional manner.
- Promoting the use of a process approach and risk-based thinking, resulting in all processes being established, documented, resourced appropriately, monitored and measured to ensure conformance to their intended results.
- Working closely with our customers, suppliers and contractors to develop and maintain strong relationships.
- Ensuring that staff receive training and development support, to ensure competency for their area of work through education, training and experience, as appropriate.
- Through management participation in the monitoring and measurement of the performance of the Quality Management System, focusing on opportunities for continual improvement.
- Planning and establishing measurable objectives based on our Quality Policy, for the ongoing development of the company and our customers. These objectives are regularly reviewed and measured by management.

This policy shall be controlled and maintained as part of our Management System. It will be available to interested parties and members of the public on request and to all persons working for or on behalf of the company through our internal communication network.

Signed: _____

Billy O'Reilly
Managing Director

Date: 01/08/2023