

Quality Statement

Harlaxton Engineering Services Ltd. are committed to ensuring the services conducted within our business are of the highest quality by making sure its suppliers, subcontractors and employees are focused to deliver the required level of service to all our customers with the design, procurement, installation, inspection, testing, commissioning specifications, standards of utility infrastructure services along with inert waste recycling into re-usable materials.

It is the policy of the company to maintain a quality system designed to meet the requirements of ISO9001:2015 in pursuit of its primary objectives.

The company's Business Management System defines our quality objectives and key procedures.

It is the policy of Harlaxton Engineering Services Ltd to:

- Give satisfaction to all of our customers, other stakeholders and interested parties whenever possible, meeting and exceeding expectations
- Comply with all legal requirements, codes of practice and all other requirements applicable to our activities
- The reduction of hazards, prevention of injury, ill health and pollution
- Provide all resources of equipment, trained and competent staff and any other requirements to ensure objectives are met
- Ensure that all employees are made aware of their individual obligations in respect of this quality policy
- Maintain a management system that will achieve these objectives and seek continual improvement in the effectiveness and performance of our management system based on 'risk'
- To maintain a reputation for Quality, Service and Customer Satisfaction

The quality policy provides a framework for setting, monitoring, reviewing and achieving our objectives, programs and targets.

Customer service is an essential part of the quality process and to ensure this is fulfilled, all employees receive training to ensure awareness and understanding of quality and its impact on customer service.

To ensure the company maintains its awareness for continuous improvement, the quality system is regularly reviewed by senior management and is subject to internal and external audits.

The requirements of the company's quality system are mandatory and all company personnel have a responsibility and obligation to it. Each staff member takes responsibility for their own work area. Copies may be made available to interested parties on request.



Lucy Hibbert
Managing Director

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VAT Reg No. GB705 9199 14
Registered Address: Toll Bar Road, Marston,
Grantham, Lincs NG32 2HT
Registered in England and Wales. No. 3491492
Directors: RC Hibbert, JE Hibbert, LJ Mair