



KING LIFTING

LIFTING EXPECTATIONS / PRIORITISING SAFETY

HEAD OFFICE

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CONTRACT LIFTING / CRANE HIRE / PLANT AND MACHINERY MOVEMENT / TRANSPORT / TRAINING CENTRE

QUALITY POLICY

Our vision is to provide a quality service to all that interact with King Lifting, a workplace where quality solutions are at the heart of the decision making processes. Where everyone recognises that all quality incidents are preventable.

OUR PRINCIPLES:

The King Lifting Leadership are expected to demonstrate visible commitment to the delivery of a quality service and to lead by example. The quality of our service must never be compromised by operational or business needs. Leaders must show a demonstrable commitment to setting of objectives and actively engage in Senior Leadership interaction opportunities. This policy confirms our approach to ensuring King Lifting's quality performance continually improves and delivers the company quality objectives and targets.

King Lifting is proud of its quality reputation and practices / procedures. It is King Lifting's policy to endeavour we operate to these standards continuously and will implement and operate fully ISO 9001:2015 specified requirements for a quality management system standard through certification and annual review.

OUR COMMITMENT:

We are committed to continuously improving our quality performance through consultation with our workers. The overriding principle is that accountability for quality starts at the top, with the King Lifting Senior Leadership. In fully supporting and endorsing this approach we will not only be visible in its delivery, but also make the necessary resources available to implement it. King Lifting will ensure that:

- We implement a robust certified quality management system, appropriate to our activities, to manage risks and support opportunities
- Our senior management team will demonstrate leadership to engage and involve employees at all levels, and relevant interested parties, in the quality management system
- Line management have a responsibility to ensure implementation and compliance at a local level
- We will work to understand and satisfy the requirements of our customers and interested parties who may affect or be affected by the company
- We understand and meet our compliance obligations, including relevant industry, legal and regulatory codes of practice
- We continually improve all quality related business systems by using the process approach and by the analysis of risk to the business, customer and interested parties
- Where evidence of risk is found the company will implement appropriate corrective action to manage the risk to acceptable levels
- We set ambitious quality objectives and targets based on the requirements of customers and interested parties. The quality objectives will be set and reviewed at appropriate levels within the company and at relevant timescales to ensure that they drive continual improvement
- We improve the quality of our service via proactive involvement with our customers, regulatory bodies and interested parties
- We provide appropriate resources for the learning and development of our employees, confirming that they understand their role/responsibilities and their contribution in the delivery of this policy

This policy is communicated to all King Lifting employees and those working on our behalf. It is also available for other interested parties on our website. Every employee is expected to work in accordance with the commitments set out in this policy. This policy will be reviewed, as a minimum, annually.

Tristan King
Managing Director
15th February 2024