



**Shield** PEST CONTROL UK LIMITED



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## Shield Pest Control UK Limited

### Quality Policy

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**Shield Pest Control UK Limited** takes pride in providing the highest standard of pest control in the UK. We are a well-established company, and our friendly, professional approach to pest control has helped establish our reputation as one of the most trusted companies in the industry. We are very proud holders of a Royal Warrant to HM The Queen and one of the very few pest control companies to be granted this, helping to demonstrate and enforce our commitment to quality and professionalism in everything that we do.

We, the employees of **Shield Pest Control UK Limited**, are committed to consistently provide a truly outstanding pest control service that meets or exceeds the requirements and expectations of our customers. We will actively pursue quality improvements through programs that enable us to do our jobs right the first time and every time.

We aim to achieve the above by implementing a Quality Management System that complies with the international standard ISO 9001. We also commit to monitor the effectiveness of our quality system and to act with integrity to continually improve our operations and to meet the requirements of our customers, as well as our legal and regulatory and any other applicable requirements. We will also monitor and continue to develop our quality system to ensure it remains effective.

Only by providing an outstanding service and product quality will we achieve our aims of long term success and sustained improvement.

All personnel within the company are responsible for the quality of their work. **Shield Pest Control UK Limited** provides training and has established systems to assist all personnel to achieve the standards required. Whilst we endeavour to consistently meet and exceed our customers' expectations, we have to recognise that we don't always achieve our own standards. When a customer complains, we are committed to investigating the complaint and will do our best to rectify the situation and to learn from it.

The scope of our quality policy is the provision of all pest control services and the supply of equipment, consumable products and materials necessary to sustain those services. The policy, organization and procedures necessary to achieve the requirements are described in our quality management system. Quality objectives of the company are agreed annually at Management Review meetings and reviewed for effectiveness. At these meetings, we ensure that this policy and the quality objectives remain compatible with the strategic direction and the purpose and context of our organization.

Alison Bennett, our Quality and Environmental Manager is responsible for monitoring the quality system and reports regularly to the Senior Management team on the system's implementation, status and effectiveness.

**Name:** Daniel Steward  
**Position:** Managing Director

**Signed:** 

**Date:** 12<sup>th</sup> April 2017