

ICM UK Ltd Quality Management Policy

Integrated Contamination Management UK Ltd (ICM UK Ltd) provides a high-quality service for treating works of art and heritage objects for insect pest eradication and decontamination. We provide the following services to our clients, primarily in the UK and the rest of Europe:

- A humidity controlled warm air treatment system for eradicating insect pests both at our HQ in London and in-situ with the use of our mobile chamber
- Site visits and reporting for expert advice on implementing Integrated Pest Management (IPM) programmes
- Leasing of warm air treatment chambers
- Offering workshops and seminars

The Company has developed its expertise since its establishment and is committed to maintaining our reputation of excellence in our field.

The Directors, Management and Staff are responsible for quality control through our own Quality Management System seeking improvement by constant review. The Company is committed to achieving customer satisfaction by the use of these quality principals.

Our Quality Policy is defined and strongly driven by the following management principles and behaviours:

- Upholding the quality of our service of handling and treating works of art and heritage objects to the same high level of care regardless of the object's value, cultural importance or artistic quality.
- Building strong working relationships with our customers to ensure our understanding of their requirements and procedures
- Drive continual improvement and innovation based upon efficient business processes, sharing information, research and contributing to studies in our related field
- Providing staff training and workshops to ensure a high level of knowledge and our quality service is maintained
- Regular gathering and monitoring of customer and staff feedback

Our internal procedures are reviewed regularly.

ICM UK Ltd will always comply with UK Government and EU regulations.

Dated: 7th October 2020

Integrated Contamination Management UK Ltd

