QUALITY POLICY

The Board of Stiles Harold Williams Partnership LLP is committed to quality and satisfy customer and legal requirements and requires its management systems to be maintained to the latest edition ISO 9001.

The management system covers the provision of property management, treasury management, facilities management, professional lease advisory and capital valuation services and supporting services to meet client requirements.

Annually the management system is reviewed by senior management and quality objectives set to further improve the system. These objectives are communicated to those involved who will endeavour to achieve the quality objectives.

These objectives are to be attained by ensuring that all procedures from the initial client contact, through the functions of property management, property accounts, facilities management and professional services, are properly controlled and monitored.

All personnel working in the name of Stiles Harold Williams Partnership LLP are personally responsible for the quality of their own work. They are to comply with the quality management system set out in the business manual, to which they have free access. All personnel can identify quality problems and initiate, recommend and provide effective solutions.

The Quality Manager is delegated the authority and responsibility for: ensuring that the requirements of the Quality Policy and the management system are implemented and maintained throughout the Company; reporting to senior management on areas requiring improvement; and, promoting awareness of the customer requirements throughout the Company.

The task of monitoring, communicating and continually improve the effectiveness of the management system is delegated to the Quality Manager, who reports to the Board on areas requiring improvement and the communication of the importance of meeting Company's quality objectives are established and reviewed annually during the management review.

Signed:

Russell Markham   Dated: 1st April 2021
Managing Partner