



Quality Policy

The prosperity and security of The Cambridge Pet Crematorium and Novus Environmental, together with everyone associated with it, ultimately depends on its ability to provide services which meet customer requirements.

A documented Quality System has been developed which ensures that the customer's needs are clearly identified. Procedures and processes are developed to totally meet these objectives and also to enable the company's activities to be independently verified.

To achieve this consistently and efficiently we operate a System which meets the requirements of BS EN ISO 9001:2015 and all other applicable requirements in order to improve the Quality Management System.

It is the policy of the Company to provide services, which are consistently in accordance with our own standards and our customers' requirements.

With the provision of total customer quality assurance, the Company will attain its goals of reducing its cost base by identifying and eliminating unnecessary costs and so improve its competitive advantage.

This Quality Policy and the Company objectives, in terms of supplying quality service, continual improvement and effectiveness of quality system will be reviewed by the Directors and management of the Company to ensure that the Quality Policy continues to be relevant and effective.

It is mandatory that the quality control, management and operating procedures, defined in or referenced to in this Manual, are known, understood and adhered to at all times to ensure the maintenance of our quality standards.

These procedures are based on the belief that prevention of quality problems is in the best interests of our customers and all of us in the Company.

A handwritten signature in black ink, appearing to read "Martin Bonser".

Group Compliance Manager

Martin Bonser

Date: 21.08.2023