

Quality statement

Quality management

Fenton Ward Design Ltd is committed to providing high quality products, effective project management and outstanding customer service.

Any proposed service and product is designed and produced to meet and where appropriate, exceed any tender specifications.

Mark Ward will take responsibility for ensuring effective quality management on any project – more details are given under 'Key personnel' below.

Health, safety and security

Fenton Ward Design Ltd recognises the importance of health, safety and security – both during any project undertaken and afterwards.

The company's health and safety assessment outlines our approach to effective health and safety management. Our processes and procedures effectively deliver a healthy, safe and secure working environment for our employees and everyone else who might be affected by our work. Our services and products are designed to meet all relevant safety and security standards.

A copy of our health and safety Assessment is available at www.fentonward.com > **policies**

Fenton Ward Design Ltd has employer's liability of £10 million and public liability insurance of £2 million (currently being upgraded to £5 million) - a copy of the insurance documentation is available on request. Professional Indemnity Insurance of £5 million is set up and will be in place if required.

Equality

We recognise the contribution our employees make to the success of what we do. We are committed to offering our employees fair terms and conditions, ensuring they have the skills and qualifications they need, and providing opportunities for training and development. Fenton Ward Design Ltd is working towards the Investors in People standard.

Fenton Ward Design Ltd is an equal opportunities employer. A copy of our equal opportunities policy is available at www.fentonward.com > **policies**

As part of our broader commitment to equal opportunities, we ensure that our services and products are designed to be accessible and meet any relevant industry standards on accessibility.

Sustainability

Fenton Ward Design Ltd understands the importance of sustainability – in design, delivery and in continuing operation. For example, this is reflected in how we:

- Source sustainable materials and look for ethical suppliers
- Work with the local community where appropriate
- Use energy-efficient design/production methods while minimising waste during production.

Our environmental management policy is available at www.fentonward.com > **policies**

In particular, we ensure that our services and products meet relevant environmental standards.

Key personnel

Projects will be managed by Mark Ward. Mark has run Fenton Ward Design Ltd for 13 years and is a Graphic Designer of over 20 years experience, both in Agencies and independently. An HND in Graphic Design was the start of a career that led to the establishment of Fenton Ward Design in 1995, which became a Limited Company in 2002. A trained Illustrator, his artistic skills lend a further creative touch to the Graphical Nature of the Design process. Coupled with his Ownership and Directorship of Fenton Ward Design, the creative/business combination means projects are handled with a 'hands-on' approach and many potential pitfalls within a design brief can be spotted in the very initial stages and avoided.

Simon Anderson is Fenton Ward Design Ltd's Sales and Marketing Manager. He has recently joined the company but has over 20 years experience in Sales and Marketing, mainly in the property sector. Simon is the main account manager.

Jacqueline Ward, Co-Director, is a Web Designer and also deals with admin responsibilities within the company.