



**Godfrey and Lappage Services Limited**  
**Quality Policy**  
**2020**



The **Godfrey and Lappage Services Limited** promise has been published so our customers, suppliers and employees know what to expect from us and what we expect from them. We have always strived to offer the most efficient and quality service available using all the latest technology available and offering our professional service through innovation.

We believe you do not get a second chance to make a first impression, so we are very meticulous in every detail and also in the image we portray within our brand and organisation.

Our company is built up on the mentality that team work is the main priority and that we work together to achieve the best results available using all our teams' attributes in the correct way.



## Godfrey Lappage Quality Control

Since the establishment of Godfrey Lappage in 1997 the company has been built using the combined fifty years of experience and knowledge of the two managing directors. Their drive to create a professional and effective service is paramount to the success and growth that has been achieved during those years. Our team has been made stronger and stronger by adding the right personnel in all areas who not only bear the right experience and expertise but also great personalities among them all.

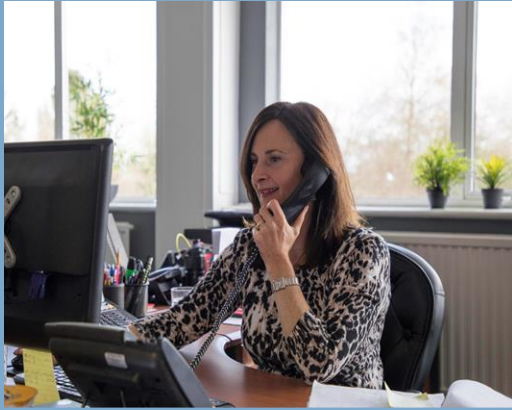
***“Imagine with all your mind,  
Believe with all your heart,  
Achieve with all your might”***

Respect and Trust are the overriding and dominant factors for which we believe relationships and teams are built up from. This can be seen throughout Godfrey Lappage and their affiliations to our clients and suppliers.



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*Quality Policy 2020*



## Our Customers whether individual or corporate can and should expect to receive:

- ❖ Quality products
- ❖ Value for money
- ❖ Courteous, efficient and professional service
- ❖ Honest and professional advice
- ❖ Full technical support for all product lines
- ❖ Speedy supply and delivery of products
- ❖ Long term and continued support
- ❖ Our full expertise and experience
- ❖ Friendly office staff
- ❖ A full database where our client's equipment details are stored to make part ordering easier

## Our Suppliers can and should expect to receive:

- ❖ A mutually beneficial association
- ❖ Honest and professional dealing

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*"The equipment supplied and installed by Godfrey Lappage was not only a quality product and installed very neatly, but their attention to detail was not like any others we have used in the past"* Steve Bearfield (Owner and Managing Director)– Bearfields Limited

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## Our Staff can and should expect to receive:

- ❖ Full training and support
- ❖ The opportunity to advance their level of employment within the company
- ❖ All the tools required to offer a professional service
- ❖ All the correct PPE to be in line with our very own GL GOLD Health and Safety Policy
- ❖ Reliable, Efficient and fully stocked vehicles

## To meet these promises Godfrey and Lappage Services Limited, will make every effort to:

- ❖ Maintain a constant review of existing products and prices
- ❖ Maintain a constant quality assurance of products and services
- ❖ Trade in an honest and professional way
- ❖ Plan continued growth to provide quality services in the foreseeable future
- ❖ Continue to promote throughout our company the importance of Teamwork
- ❖ Continue to promote throughout our company the importance of RESPECT and to create an environment of good people who are always available to offer their help in any way in a courteous and professional way



# Godfrey and Lappage Pillars of Principles

## Honesty

Godfrey and Lappage started the business in 1997 with honesty running through the business. This honesty has continued through the twenty-one-year journey to the present day and is paramount to our success. We believe that this is the right and only way to treat each other and is one of the main factors in our team work philosophy.

## Trust

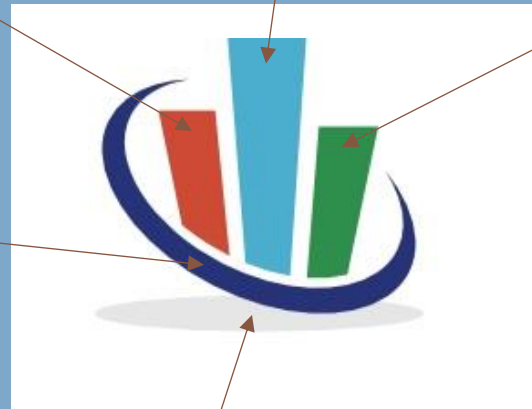
Our services since our beginning has always demanded trust from all parties. Our staff are preached to, about understanding that to build long standing relationships with our clients, trust is one of the fundamental core values of our foundations and not only in their work life but in everyday life. Bribery and any form of corruption is strictly forbidden in any way within our company.

## Respect

Our staff are taught to respect not only their fellow employees but everyone they come into contact with throughout their life. The Directors always believe that they want to create and develop quality engineers but more important a quality human being with all of the right values in life. Good people and team work are what Godfrey and Lappage are all about.

## Teamwork

There are no minor roles in Godfrey Lappage. Every team member has a role within our company and every role has an importance in our structure. Our company's pillars of principles and foundations are built out of the diverse range of attributes every team member brings to Godfrey Lappage.



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## Foundations

All the very core values shown within the pillars of our company is what makes us the Godfrey Lappage Team different from some of our competitors and are the foundations of our sustained growth and development. Throughout our offices there are signs framed and hung, sayings painted on the walls and all demanding that the dream and philosophy of the directors of Godfrey Lappage is implemented in every way. Trust, Honesty and Respect are fundamental in keeping that our services are delivered not only professionally and efficiently, but with the faith that all our core values allow us to work in a very transparent and sincere way breeding the right confidence throughout to create universal loyalty. The integrity of our company can never be questioned due to the lack and mistreatment of one of our core values being carried out.



**GODFREY LAPPAGE** are driven to maintain a high quality throughout their business from the past, to the present and to the future. With over 100 years of experience between the management team alone, the knowledge which is available to not only our very own Godfrey Lappage team but also to our diverse range of clientele is invaluable.

**GODFREY LAPPAGE** have invested heavily into their very own training room which is becoming a very important part in the development of our very own apprentices and the future of Godfrey Lappage. With the training room being available to all of the Godfrey Lappage team, our engineers, office staff and management are very well educated on the past, present and future refrigeration and air conditioning equipment.



Alan Godfrey and Mark Lappage will guarantee that any works carried out under the Godfrey Lappage name will be of a quality which they expect and demand. Any works which are not up to their quality standard will be put right immediately under the supervision of either Mark, Alan or another member of the management team.

The management team will also ensure that all individuals undertaking any works for **Godfrey and Lappage Services Limited** hold the correct qualification and certification and that these are recorded and made available for any future request by our **“Clients”**.

# GODFREY & LAPPAGE SERVICES LIMITED

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Signed M. L. Lappage

Mark Lappage  
Managing Director  
For and on behalf of Godfrey and Lappage Services Limited

Signed Alan Godfrey

Alan Godfrey  
Managing Director  
For and on behalf of Godfrey and Lappage Services Limited