



At Faulkners we are committed to the provision of a value-added service through the employment of competent and helpful personnel and by utilising efficient quality systems and processes. As a family business our culture is based on trust, high standards and long standing, close working relationships with customers. We strive to ensure that these original standards and ethics remain at the core of our business as we continue to develop:

- We aim to understand the needs of our customers and focus all resources on meeting these in full.
- We aim to achieve continuous improvement through monitoring and reviewing our services and responding to feedback.
- We are committed to maintaining our company's high standards of health & safety.
- We are committed to offering equal opportunities to all both within our own workforce and in the provision of our services.
- We are committed to our environment through initiatives such as waste management and a Greener Fleet Policy ensuring our impact on the environment is minimal but always monitored and reviewed.
- We aim to utilise the best value and most energy efficient products in the provision of our services.
- We are committed to maintaining our high standing in the heating and plumbing industry through our investment in training and new technologies.

Kim Faulkner
Managing Director
AP Faulkner (Heating) Ltd