

5 LEADERSHIP

5.1 LEADERSHIP AND COMMITMENT

5.1.1 Leadership and Commitment to the IMS

We are fully committed to making the best possible use of the IMS by all staff at all times. All new employees will be introduced to the IMS at induction stage. Management appreciate that the IMS is essentially a library of documentation and we do not expect anyone to learn the system word for word. We do however expect all users to consult documents as required and all employees will be expected to acquire basic knowledge of the system.

We will demonstrate leadership and commitment with respect to the IMS through:

- A) Regular review of the IMS via IMS meetings, Management Review meeting, KPI review and providing necessary resources.
- B) Establishing policies and objectives compatible with the culture and strategic direction of the organisation.
- C) Creating and communicating the organisational processes that reflect the actual activities at the heart of the IMS.
- D) Promoting the use of the process approach and risk-based thinking.
- E) Ensuring that the resources needed are available at all times.
- F) Ensuring that the IMS achieves its intended results.
- G) Engaging, directing and supporting persons to contribute to the effectiveness of the IMS by providing training, conducting awareness programs and regular meetings.

5.1.2 Customer Focus

We are a customer led business and believe that customer satisfaction contributes hugely to the success of the company and is a major factor in relation to the overall happiness of our staff. We will endeavor to ensure that:

- A) Customer and applicable statutory and regulatory requirements are determined, understood and consistently met.
- B) Risks and opportunities that can affect conformity of products and services and the ability to enhance customer satisfaction are determined and addressed.
- C) Focus on enhancing customer satisfaction is maintained and client related processes are fully understood by all.

5.2 INTEGRATED POLICY STATEMENT

It is our Policy to fulfil all compliance obligations applicable to our activities, and to provide the highest level of occupational health and safety, quality assurance and care to our customers and employees, and to the environment in which we operate. We have adopted an integrated management system that meets the requirements of ISO 9001:2015, ISO 14001:2015 and BS ISO 45001:2018.

We have assessed and evaluated the impact of any risks involved in our operations, in order to maintain quality, protect the environment and prevent injury and ill-health.

We will provide the necessary resource to ensure controls are in place to eliminate all accidents and unplanned events, and prevent pollution. Targets, objectives and KPI's have been developed to ensure continual improvement in order to:

- Meet client needs and expectations
- Provide a safe and healthy workplace
- Prevent injury and ill-health
- Reduce waste within the business

- Conserve energy
- Reduce CO₂ emissions

To achieve this we will:

- Fully assess all our operations and determine controls necessary to reduce risk
- Monitor the occupational health of our employees
- Ensure employees are properly trained
- Ensure equipment and buildings are adequately serviced and maintained
- Consider planned and new developments in our processes, products and services that may affect the environment or the risk to individuals.
- Measure our performance against set targets
- Consult and communicate the results to all interested parties, including customers and sub-contractors
- Endeavour to continually improve the IMS

These plans include objectives and targets appropriate to the nature, scale and impacts of our activities, products and services.

Training & Employee Involvement

We have established a training policy to help educate and motivate staff on their quality, environmental, occupational health and safety responsibilities.

The management team is committed to the effective implementation of this Policy Statement. It is also the duty of every employee to take reasonable care of their own and other people's safety, ensure customer satisfaction and environmental welfare in equal measure, and to report any issues which contravene this policy. Confidential Incident Reporting & Analysis System, CIRAS is an alternative way for staff to report safety concerns that they feel unable to report through company safety channels. It is a completely independent and confidential way to report safety concerns without fear of recrimination. Freephone 0800 4 101 101 or by text to 07507 285 887

Communication of Policy

This Policy Statement is communicated to all of our employees, customers, sub-contractors and is available on request. It is available on Union Square (PIM) and on the Company web site.

Review

This Policy Statement and all relevant quality and environmental documentation will be reviewed at least annually, in line with changes in the scale and nature of our operations.



Neil Harvey, Chairman

Reviewed –