



# **Integrated Management System**

## **POLICIES**

**Version 7.0 June 2025**



## Quality Policy Statement

As an organisation we have built a strong reputation for delivering what we promise within our sector. We aim to consolidate and build on that reputation by working to well-defined and effectively communicated policies in relation to our clients and all with whom we come into contact.

### Our quality commitments

We will demonstrate our commitment to quality through:

- Providing a focus on customer requirements.
- Compliance with all legal and other relevant regulations.
- The continual improvement of our quality performance throughout our operations and activities.

### Our quality objectives

- To meet legislative requirements
- To minimize the number of upheld customer complaints
- To minimize, reduce or eliminate compliance errors relating to the delivery of service
- Reduce staff turnover – maximize current potential
- To maintain and increase levels of customer satisfaction

### Quality performance

Our objectives will be delivered through a program of quality targets which will be regularly monitored by our management team.

### Who is this policy statement for?

Copies of this policy statement will be made freely available to all those with an interest in our activities. This statement will be promoted to our staff, to our customers and to representatives of the local communities in which we operate.

**Signed:**

**Date:** June 2026

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## Environmental Policy Statement

As an organisation we have built a strong reputation for delivering what we promise within our sector. We aim to consolidate and build on that reputation by working to well-defined and effectively communicated policies in relation to our clients and all with whom we come into contact.

### Our environmental commitments

We will demonstrate our commitment to the environment through:

- The promotion of sustainable development in all our activities.
- Compliance with all legal and other relevant regulations.
- The continual improvement of our environmental performance throughout our operations and activities.

### Our environmental objectives

- To meet legislative requirements
- Prevent pollution and adverse effects to the environment.
- To manage and reduce waste to landfill
- To develop energy efficiency best practices wherever possible

### Environmental performance

Our objectives will be delivered through a program of environmental targets which will be regularly monitored by our management team.

### Who is this policy statement for?

Copies of this policy statement will be made freely available to all those with an interest in our activities. This statement will be promoted to our staff, to our customers and to representatives of the local communities in which we operate.

**Signed:**

**Date:** June 2025

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## Occupational Health and Safety Policy Statement

As an organisation we have built a strong reputation for delivering what we promise within our sector. We aim to consolidate and build on that reputation by working to well-defined and effectively communicated policies in relation to our clients and all with whom we come into contact.

### Our Occupational Health and Safety commitments

We will demonstrate our commitment to Occupational Health and Safety through:

- Giving the management of Occupational Health and Safety at least equal consideration to all other functions.
- Compliance with all legal and other relevant regulations.
- The continual improvement of our Occupational Health and Safety performance throughout our operations and activities.

### Our Occupational Health and Safety objectives

- To meet legislative requirements
- To minimise reduce or eliminate workplace accidents and injuries leading to lost time.
- Ensure all staff Health & Safety requirements are monitored and kept up to date
- To provide suitable and sufficient training, instruction & supervision so that all employees and contractors can work safely.
- To ensure consultation with all staff on Occupational H&S matters

### Occupational Health and Safety performance

Our objectives will be delivered through a program of Occupational Health and Safety targets which will be regularly monitored by our management team.

### Who is this policy statement for?

Copies of this policy statement will be made freely available to all those with an interest in our activities. This statement will be promoted to our staff, our customers and representatives of the local communities in which we operate.

**Signed:**

**Date:** June 2025

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