

## Integrated Policies for Business, Quality, Environment, Health, Safety, Information Security and Equal Opportunities

Our policies are to:

### Integrated

- ◆ Operate in line with the requirements of ISO 9001 Quality, ISO 14001 Environment and OHSAS 18001 Health and Safety standards.
- ◆ Document and maintaining our management system.
- ◆ Have a management system which is small, neat and easy to operate, which reflects the size, nature, scale and complexity of our business.
- ◆ Measure business performance in terms of quality, environment, health and safety.
- ◆ Commit to comply with environmental and safety regulations and legal requirements.
- ◆ Define and carry out our objective(s) listed below.
- ◆ Measure the performance of each improvement programme.
- ◆ Regularly monitoring, auditing, and reviewing our performance
- ◆ Review this policy regularly at the Management Review meeting.
- ◆ Use the Management Review meeting as the opportunity (a framework) for establishing and reviewing our objectives.
- ◆ Communicate this policy throughout our organisation.
- ◆ Communicate regularly with the community, regulators and other organisations with an interest in our environmental performance (if required).
- ◆ Clearly define the allocation of responsibilities, authority and duties.
- ◆ For all employees to accept personal responsibility.
- ◆ Make this policy available to the public and interested parties (on request).
- ◆ Commit to continuous improvement within the business.

### Quality

- ◆ Adopt the best practices in the industry.
- ◆ Maintain site records.

### Environment

- ◆ Prevent pollution.
- ◆ Minimise the consumption of raw material and the production of waste.



Quality  
Certificate 26152



Environment  
Certificate 3574



Health and Safety  
Certificate 1386

- ◆ Avoid unnecessary vehicle travel.
- ◆ Source materials locally, where practical, and from legal sources.
- ◆ Store and use materials in a manner which minimises environmental harm.
- ◆ Ensure that plant and equipment is maintained in good order to reduce the effects of our work on others.
- ◆ Promote environmental awareness amongst employees, suppliers and customers.

### **Health and Safety**

- ◆ Prevent injury, accident or incident.
- ◆ Accept the responsibility for the health and safety of people who may be affected by our activities. This includes employees, visitors, neighbours and the public.
- ◆ Provide and maintain safe and healthy working conditions, safe equipment, and safe systems of work for all our employees, subcontractors, visitors and the public as far as reasonably practical.
- ◆ Comply with "site rules", and any other requirements, when working away from our base. In the absence of a host's site rules, we will apply our own standards of safety and proceed with caution.
- ◆ Identify hazards, risks and control measures, then set in place a programme to reduce risks. This can include preventive and protective measures. To provide information, instruction, training and supervision, to ensure personal safety at work.

### **Equal Opportunities**

- ◆ Ensure that no job applicant or employee receives less favourable treatment on the grounds of sex, colour, race, age, religion or is disadvantaged by conditions, physical abilities or requirements which are not essential for carrying out the job.
- ◆ Ensure that direct or indirect discrimination does not occur.
- ◆ Regularly review and monitor recruitment selection criteria, procedures and decisions.
- ◆ Regularly review the records of existing employees.
- ◆ Select and promote employees based on their merits and abilities.
- ◆ Ensure that under represented groups are given the opportunity for remedy.
- ◆ To allow employees who feel they have been unfairly treated to raise the matter through the grievance procedure.
- ◆ To recognise trade unions for operatives and staff.

### **Good Practice Guidelines**

- ◆ Provide each prospective customer with a proposal defining:
  - Objective of the consultancy
  - Benefits to the customer

- Scope of work
  - Products to be delivered
  - Commercial terms
- ◆ To agree a variation to contracts before proceeding.
- ◆ Provide the resources (labour, knowledge and time) capable of delivering the consultancy assignment.
- ◆ Demonstrate transparency to customers.
- ◆ Confirm with customers:
  - Work completed
  - Agreed action points
  - Agenda for the next meeting at each site visit
- ◆ Operate to our Code of Conduct.
- ◆ Maintain registration with professional organisations.
- ◆ Act pro-actively on behalf of customers.
- ◆ Handle complaints in a fair and systematic way.

## **Objectives**

- ◆ Quality and business objective - to convert 50% of sales enquires into contracts.
- ◆ Health and Safety objective – to improve driving, riding and road safety skills.
- ◆ Environmental objective – to improve knowledge of environmental legislation.

Signed: .....

Name: Ollie Shaw

Position: Managing Director

Date: 12 April 2010.