



## Quality and Environmental Policy

We have established this integrated quality and environmental policy to be consistent with the purpose and context of our organisation. It provides a framework for the setting and review of objectives in addition to our commitment to satisfy applicable customers', regulatory and legislative requirements, protection of the environment, prevention of pollution, as well as our commitment to continually improve our management system and other commitments relevant to the context of the organisation.

**Customer focus:** As an organisation we have made a commitment to understand our current and future customers' needs; meet their requirements and strive to exceed their expectations.

**Leadership:** Our Top Management have committed to creating and maintaining a working environment in which people become fully involved in achieving our objectives.

**Engagement of people:** As an organisation we recognise that people are the essence of any good business and that their full involvement enables their abilities to be used for our benefit.

**Process approach:** As an organisation we understand that a desired result is achieved more efficiently when activities and related resources are managed as a process or series of interconnected processes.

**Improvement:** We have committed to achieving continual improvement across all aspects of our quality management system; it is one of our main objectives.

**Evidence-based decision making:** As an organisation we have committed to only make decisions relating to our IMS following an analysis of relevant data and information.

**Compliance obligations:** We are committed to fulfil our compliance obligations and review these through the management review process.

Our policy is also to meet the requirements of other interested parties and in meeting our social, environmental, charitable, regulatory, and legislative responsibilities.

We have produced objectives which relate to this policy, and they can be found in document IMF08 Quality Objectives IMF26 Environmental Objectives.

This policy is available/communicated to all interested parties as well as being made available to the wider community through publication on our website.

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