**Quality & Environmental Policy statement**

**Vision statement**

To be regarded by customers and the industry as the best sheet metal and fabrication manufacturer on the south coast of England and be recognised by the wider community as a company that respects and cares for the environment.

**Mission statement**

To supply superior customer service in order to produce profitable growth through innovation, quality and commitment whilst at the same time conducting our activities in a manner that protects the environment and prevents pollution.

To achieve our Vision and Mission, the following principles must be understood and complied with.

# **Customer**

* Identify and understand customer requirements and ensure that we can meet them.
* Maintain good working relationships with our customers.
* Use customer feedback to help us improve performance and service.

# **Internal Systems**

* Maintain a management system that complies with ISO 9001:2015, ISO 14001:2015 and other applicable legislative and regulatory requirements.
* Manage risks associated with effective operations, stakeholder requirements and the environment.
* Ensure risks are considered when changes occur due to operational, customer and other stakeholder needs.
* Provide a working environment where activities are conducted legally, effectively, efficiently and safely without harm to the environment or adverse impact on customer services.
* Ensure suitable equipment is available and maintained.
* Conduct our activities in a manner that has a positive impact on staff and the wider community.
* Set quality and environmental objectives that facilitate improvement.
* Seek out and act upon opportunities that promote improvement of working practices and services.
* Communicate the Quality and Environmental Policy to staff and other stakeholders as necessary.
* Conduct regular reviews of the Quality and Environmental Policy and update as necessary to ensure its remains appropriate.

**Employees**

* Ensure employees are provided with the necessary information, training and support to help them carry out their responsibilities competently and confidently.
* Encourage employees to be involved in quality and environmental improvement decisions.

# **Suppliers**

* Take account of the environment when selecting suppliers and materials.
* Only use reliable suppliers and subcontractors who share our commitment to customer satisfaction and protection of the environment.
* Maintain close relationships with key suppliers and subcontractors and treat them fairly and even-handedly.

Tony Twigger

Managing Director

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