



Quality, Environmental and Health & Safety Policy

A4W Ltd are committed towards a Quality, Environmental and Health & Safety Policy that ensures to consistently meet Clients quality, safety, environmental and reliability needs and expectations. We aim to achieve these in a safe, responsible, ethical, sustainable, and environmentally sound way, in accordance with our policies, procedures and the company's strategic direction. We will actively promote and administer a strong Quality, Health, Safety, Environmental and Ethical culture amongst our staff and our sub-contractors.

To assure these objectives are realized, we have established a Management System incorporating the requirements of ISO9001, ISO14001 and, ISO45001. The Company will assure the health, safety, and welfare of employees whilst at work in accordance with the Health & Safety at Work act 1974.

The Management Team are committed to the leadership, implementation, development and continuous improvement of the Management System, policies, work practices, procedures and competencies to meet the developing needs of our clients, regulatory, statutory and other requirements, including the aim to enhance customer satisfaction.

The Management Team will adopt a risk-based strategy to identify, assess and raise awareness of business, environmental and health & safety risks and opportunities; implementing processes and procedures to prevent and mitigate negative risks whilst pursuing positive risk opportunities.

The communication of the Management Teams commitment to the management system is via this policy statement, publication of Company Policy, procedures, work instructions, and day to day communications. All employees are encouraged to participate in the development of the management systems, environmental processes and safe systems of work including any relevant improvement projects.

Company policies, objectives and targets are established and reviewed during 'Management Review', upon establishment of the significant environmental impacts, health and safety and environmental initiatives. Objectives and obligations can also be established via legislation changes, periodically by Management directives and meetings, and for specific project works.

Information, training, equipment and supervision will be provided to employees according to task and business needs, in order to perform their duties competently and safely. All personnel shall work with consideration for their own safety and the environment, and others who may be affected by their acts or omissions. All personnel shall work in agreed ways to prevent pollution and reduce environmental impacts.

It is the responsibility of management and employees to understand and apply this policy, associated procedures, practices and project/product specific documentation in all aspects of their responsibility areas and continue to maintain our high standards and reputation. This policy and associated procedures are monitored by internal and external audit and inspection.

A copy of this Policy is displayed in reception and is available to other interested parties and is communicated to employees and persons working on our behalf.

As Director I have overall responsibility for this policy and have allocated all necessary resources for its implementation and ongoing compliance.

Amy Cook
[Signature]
NAME

14/02/2023
Dated:

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## ISO 9001 Quality Objectives

Objectives	Metrics	Targets
Achieving Customer Satisfaction by meeting and surpassing Customer Requirements.	Complaints. Customer feedback	Minimise Complaints Negative feedback addressed Effective customer communication
Continual Improvement of the Quality Management System.	Record, action and review corrective actions. Internal audit reports	All non-conformities have deliver continual improvement. Continual improvement
To set and meet appropriate Quality Objectives for its QMS, suppliers and products.	Quality Objectives met. Supplier performance. Material conformity	Quality Objectives met. Minimal supplier NCs. Material supplier NCs
To identify and provide all employee training requirements to meet customer need and to support personal development.	Competent employees. Non-conformities against training.	Trained employees on critical product, service or individual requirements.
Operate within Statutory and regulatory regulations.	Company legal fines. Compensation payments. Haulier compliance	Zero Company Legal fines. Minimal Company compensation payments. 0% haulier NCs



## ISO 14001 Environmental Objectives

Aspect	Objectives	Metrics	Targets
Waste Management issues, disposal, release to land, discharge, use of substances hazardous to health	As a minimum Comply with applicable legal requirements and with other requirements to which we subscribe which relate to our environmental requirements.	Zero non-compliance with legal requirements Level of compliance with official guidance Licensing authority feedback Documented environmental risks	Maintain legal compliance  Zero environmental incidents  Work to official guidance  Identify any significant environmental risks and control them with best practice
Customer waste (inert and hazardous)	To ensure fully compliant handling of waste and minimising adverse environmental impact.	Zero non-compliance with legal requirements  Percentage of material going to land-fill, recycling and reuse.	Maintain legal compliance  Full record of all waste transfer notices  Maximise % inert material re-used or recycled.
Use of raw materials and natural resources  Office consumables	Target to reduce per capita paper consumption  Use recycled or FSC/PEFC paper where practicable  Recycle paper and card	Reduction in paper purchased/number of staff  % paper purchased as recycled/certified  % paper recycled	Year on year reduction in per capita paper consumption.  Specify recycled /certified paper when procuring  Recycling of paper within the office
Use of raw materials and natural resources onsite	Target to reduce use of garnet media consumption  Use recycled or glass media where practicable	Reduction in purchase of natural media  90% media purchased as recycled/certified	Year on year reduction in natural media consumption.  Specify recycled /certified media when procuring

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	Recycle media and reuse	95% media recycled as hardcore	Recycling of media to hardcore
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## 45001 Occupational Health & Safety Objectives

Aspect	Objectives	Metrics	Targets
Health & Safety Awareness	Promote health & safety awareness to all workers under our control	Publication of relevant safety information. Toolbox Talks. Works news letters and email, dropbox notices  Copy of RAMS available on site to all workers.	<ol style="list-style-type: none"><li>1. Informed workers.</li><li>2.</li><li>3. Site specific RAMS to be signed on induction to each worksite.</li><li>4. Works news letters and email, dropbox notices</li></ol>
Information, Training, Competence	Provide suitable information, training, equipment and supervision to employees according to task and business needs, in order to perform their duties competently and safely	Identify training and competence gaps. Training records. Skill Matrix	Close training and competence gaps. Maintain Training records. Maintain Skill Matrix
Industry Best Practice	Encourage staff to consider safe best practices.	Communication of industry best practices (receiving and outgoing)	Informed workers. Safer work environment. Safer work practices.



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