



# Quality & Environmental Policy

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# Quality Policy

## Introduction

The Quality Policy Statement is explained to staff during the induction process and is displayed at appropriate locations in the company's offices and works.

The Quality Policy Statement is reviewed at least annually to ensure that it remains current and is included in the preface of this manual for control purposes.

The following is the formal Quality Policy statement of Security Window Shutters Limited, which is reviewed regularly to ensure that it remains appropriate for our products and services.

## Quality Policy Statement

Security Window Shutters (SWS) was established in 1985 by the former Managing Director, Andrew Dootson, to manufacture and distribute physical security products and Garage Doors and has since moved into new products and markets, it became part of the CRH group in 2008.

The products are used in the renovation sector and also by the construction industry for both new and existing buildings such as houses, offices, schools and public buildings and are sold through distributors to a cross section of end user in both commercial and domestic fields.

*"The company's overall objective is to supply products and services of a quality that is assured against agreed specifications by consistently meeting the customer's expectations first time."*

To achieve this objective, the company operates a Quality Management System conforming to the requirements of International Standard ISO 9001.

To support our commitment to continually improve the effectiveness of the Quality Management System, measurable quality objectives are established and implemented at appropriate levels within the company, and are reviewed as part of senior management's business planning process.

The Quality Management System policies are contained in the Quality Manual. These policies and their supporting procedures, which are mandatory on ALL personnel, are regularly audited, reviewed and any deficiencies highlighted and rectified, in order to ensure that the system continues to comply with the requirements of ISO 9001.

This policy is communicated to employees as part of their induction training and continuing development, and will be reviewed by the management on an annual basis.

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Signed

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**C. Reoch**, Managing Director

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## Statement of Intent

Security Window Shutters Ltd is committed to complying with requirements of ISO 9001 and to continually improve the effectiveness of the quality management system.

Security Window Shutters Ltd is committed to seeking to continually improve the quality of its products and services. We will always meet the specified requirements and seek to satisfy or exceed the customers' expectations.

## Process

The Management of Security Window Shutters Ltd are fully committed to the Documented Quality Management system. It must be clearly understood that this Quality Policy, The Quality Policy Manual and associated Operating Procedures and systems are mandatory for all staff.

## Responsibilities

The Directors are responsible for ensuring that the Quality Policy is operated and reviewed in accordance with current company processes.

## Monitoring

The Directors will provide any resources required and, with our staff, will try our best to meet and surpass these objectives.

Security Window Shutters Ltd has introduced systems that will set and review measurable quality objectives.

# Environmental Policy

SWS UK is a professional and environmentally conscious organisation, which acknowledges the impact that our operations may potentially have on the environment.

The clear objective of SWS UK is to minimise any impact on the environment by:

- Considering the effects that our operations may have on the local community;
- Taking action to eliminate or reduce, as far as practicable, any potentially adverse environmental impacts;
- Promoting environmental awareness amongst our suppliers, contractors and partners by implementation of operational procedures;
- Seeking to work in partnership with the community by behaving in a considerate and socially responsible manner;
- Ensuring effective and expedient incident control, investigation and reporting;
- Preventing pollution, reducing waste and ensuring that wherever practical, measures are implemented to protect and preserve natural habitats, flora and fauna;
- Maximising recycling of as much waste material as possible and implementing energy conservation measures.

Management and supervisory staff have responsibilities for the implementation of the policy and must ensure that environmental issues are given adequate consideration in the planning and day-to-day supervision of all work.

SWS UK will fully comply with the duties placed upon it within the requirements of Statutory Legislation, whilst at all times complying with, as a matter of best practice, the requirements and duties set out within Approved Guidance as issued by the Environment Agency and the other organizations.

All employees and sub-contractors are expected to co-operate and assist in the implementation of this policy, whilst ensuring that their own works, so far as is reasonably practicable, are carried out without risk to themselves, others or the environment. This includes co-operating with management on any environment related matter.

SWS UK will take all practical steps to ensure that potential hazards and risks to the environment are identified and that suitable and effective prevent and control measures are implemented. All employees will be provided with the necessary resources, equipment, information, instruction and training to fulfill the requirements of this policy.

The Directors have overall responsibility for all environmental matters. The operation of this policy and the associated procedures will be monitored and reviewed on a regular basis to ensure that they remain current and applicable to SWS UK's activities and the requirements of ISO 14001. This policy has been endorsed by the board of directors who give their full support to the implementation of the policy.

Signed:

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**C. Reoch**, Managing Director

Date:

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