

## Quality, Environmental and Health & Safety Policy Statement

It is the policy of Formula Facilities Services Limited to provide competitive, professional services which meets the customers' requirements.

The company's overall objective is to build successful long-term relationships and on-going commitment to achieving business excellence based on highest practicable quality products and services. Formula Facilities Services Limited are committed to implementing appropriate systems and processes and will therefore:

- understand the current and potential future requirements and expectations of our customers.
- work closely with our customers, suppliers and partners to achieve business and our other objectives.
- deliver products and services of the highest practicable quality, reliability and consistency that meet our customers' requirements.
- implement quality, environmental and health and safety management in a systematic and planned way through the application of management systems that support the delivery of the business plan
- educate and train our employees to support the delivery of high quality work
- establish and measure performance and customer satisfaction against appropriate quality, environmental and Health & Safety objectives and/or targets
- We shall ensure that the requirements of the working time directive and Health and Safety policies and any other legislation or regulations are consistently maintained
- The performance of the IMS and our objectives will be reviewed to ensure their effectiveness and continued suitability at our annual management review meetings. It is our policy to improve the performance of the Integrated Management System.

To achieve a high-quality service, the company ensures that: -

- all staff are actively encouraged to propose solutions to improve the service delivery within the business
- everyone involved in the quality aspects of the business has clearly defined responsibilities and staff are adequately trained, motivated and competent for the job they are required to do
- it is recognised that quality issues do not take precedence over health, safety or environmental issues, but actively supports those management elements
- while supporting the business service, the principal quality objective is to ensure customer satisfaction and continual improvement in the level of service provision
- the selection of externally provided services will be consistent with the company's quality aspirations, thus ensuring that the company's health, safety and environmental culture is not compromised and staff, customers and third parties are not put at risk
- Compliance to all relevant quality, environmental and health and safety legislative requirements, regulations and other requirements.

All failings to achieve the highest practicable quality will be investigated and corrected at the earliest opportunity and appropriate action taken to ensure diminished likelihood for failing in the future. These actions are to include;

- Appropriate training to be provided to all those involved in the operation
- Lessons arising are disseminated widely within the organisation at management and operational levels

As a company, we pride ourselves on delivering high quality products and services to our customers whilst preventing the amount of pollution produced. This responsibility, as that of continual improvement, is shared between the management and staff.

As the Managing Director I take full responsibility to ensure this policy is communicated and implemented throughout our organisation.



Martin Glennon  
**Managing Director**  
**Formula Facilities Services Limited**

**Dated:** 22/10/2020