

QUALITY, ENVIRONMENTAL and OH&S POLICY

It is the policy of HIS Ltd to maintain a quality system designed to meet the requirements of ISO 9001:2015, ISO 14001:2015 & ISO 45001:2018 (or any other standard in line with Annex SL Structure) in pursuit of its primary objectives, the purpose and the context of the organisation.

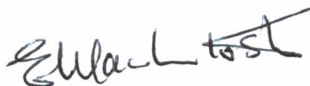
It is the policy of HIS Ltd to:

- give satisfaction to all of our customers and other stakeholders and interested parties whenever possible, meeting and exceeding their expectations; we will achieve this through our customers to scoring us, collating the feedback and reporting this to TM via the business reviews in order to make improvements; we have set a customer satisfaction target of **85%**.
- comply with all compliance obligations, codes of practice and all other requirements applicable to our activities including the nature, scale and environmental impacts of its activities, products and services; our target is a **3%** reduction of general waste going for disposal, this will be achieved by continuing to divert recyclable materials such as stretchy plastics, cardboard and wood to recycling rather than landfill.
- the reduction of hazards, prevention of injury, ill health, protection of the environment, including prevention of pollution, sustainable resource use, climate change mitigation and adaptation, the protection of biodiversity and ecosystems and any other specific commitments which are relevant to the context of the organisation; we have a target of **Zero** RIDDOR. This will be achieved by providing and maintaining relevant training, regularly reviewing risk assessments, regular audits for any new hazards and liaising with department managers, and encouraging staff to report all hazards or incidents.
- provide all the resources of equipment, trained and competent staff and any other requirements to enable these objectives to be met; we have set a target to complete annual reviews of **85%** of employees by January 2020,
- ensure that all employees are made aware of their individual obligations in respect of this quality, environmental and oh&s policy. This will be done through workshops/ toolbox talks with line managers and evidenced in our training matrix. We have set a target of training **100%** of line managers/ supervisors,
- maintain a management system that will achieve these objectives and seek continual improvement in the effectiveness and performance of our management system based on "risk";

This quality, environmental & oh&s policy provides a framework for setting, monitoring, reviewing and achieving our objectives, programmes and targets.

Customer service is an essential part of the quality, environmental and oh&s process and to ensure this is fulfilled, all employees receive training to ensure awareness and understanding of quality and environment and its impact on customer service and of the products or service in which we provide.

To ensure the company maintains its awareness for continuous improvement, the quality and environmental system is regularly reviewed by "Top Management" to ensure it remains appropriate and suitable to our business. The Quality, Environmental and OH&S System is subject to both internal and external annual audits.



Evan Mackintosh
Managing Director
24th August 2019