

QUALITY & ENVIRONMENTAL POLICY

Quality Policy

The quality policy of Solution One Limited is to operate to recognised British Standards including the international standard ISO 9001.

We shall strive to improve the level of service, promote and develop a culture of continuous improvement in order to improve customer satisfaction.

To ensure the business continues to be successful we shall ensure personnel receive the appropriate training and development to carry out their job in an effective manner.

The performance of the QMS and our quality objectives will be reviewed to ensure their effectiveness and continued suitability at the annual management review meetings. It is our policy to improve the performance of the QMS.

Environmental Policy

Solution One is committed to the adoption of environmentally responsible policies and practices, together with the reviews of both its performance and areas for further improvements in reducing our impact on the environment.

Solution One aims, through continuous staff awareness, to create and maintain the highest levels of environmental responsibility, we are committed to reducing the adverse effects that we have on the environment.

We shall maintain a fundamental belief in the importance of protecting the environment, and will take all necessary steps within its power to eliminate, or control, environmental hazards by:

Striving to adopt the highest possible environmental standards in all its operations, wherever these are located.

Aiming to use the most economical use of all materials, supplies and energy, using renewable or recycled materials wherever possible.

Minimising waste produced in all parts of the business, inclusion of recycled materials and the methods for environmentally acceptable disposal of materials as necessary.

We shall consistently comply with applicable relevant environmental legislation and regulations.

Encouraging employee involvement in positive environmental action. Regularly assessing the environmental impact of all its operations.

All Solution One staff and sub-contractors have a responsibility towards the environment, in which they live and work a responsible attitude and commitment to the Company's objectives is expected.

The contents of the policies shall be communicated to all personnel during company induction training. And the understanding verified during internal audits of the management systems.

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As Managing Director, I take full responsibility to ensure that this policy is communicated and implemented throughout the organisation and any other interested parties. This will be achieved during induction, on-going training and its understanding verified during periodic internal audits of our management system.

Approved by

A handwritten signature in black ink, appearing to read 'Joanne Robinson', is positioned below the 'Approved by' text.

Joanne Robinson

Managing Director

17/03/2023