



QUALITY & ENVIRONMENTAL POLICY

Statement

Solution One Services Limited are committed to providing customers with services of the highest possible standards and highest level of quality. To meet this, we are continually improving processes, products and services meeting and exceeding customer satisfaction at all times. The execution of the policy is the responsibility of all company employees with ultimate responsibility residing with the Managing Director. It is mandatory that all operatives and management team recognise and accept our philosophy of quality service delivery accepting accountability for their own yield.

Quality Policy

The quality policy of Solution One Services Limited is to operate in accordance with recognised British Standards, including full compliance with the international standard ISO 9001, and a commitment to working towards the principles and requirements of ISO 14001.

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

The company 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.




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

As Managing Director, I take full responsibility to ensure that this policy is communicated and implemented throughout the organisation and to 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	Joanne Robinson, Managing Director
Signature	
Date Signed	01/02/2025
Review Date	01/02/2028