

## **QUALITY POLICY**

The Quality Policy of Bespoke Building & Carpentry is to supply products and services that are fit for purpose, have the desired quality in accordance with customer requirements. Ensuring all of our products and services meet specifications and any other applicable requirement.

Bespoke Building & Carpentry shall identify and monitor issues (both external and internal) which could impact adversely on our customers or our strategic direction.

We shall listen to the needs and expectations of our customer, whilst also identifying any risks and opportunities that may affect our ability to consistently provide a service that meets customer and applicable statutory and regulatory requirements.

On time delivery and customer support are paramount. It is the responsibility of every employee to assist in maintaining systems to ensure the continued provision of quality products and services to the complete satisfaction of our customers.

To achieve this high quality standard Bespoke Building & Carpentry is totally committed to the Quality Assurance Programme which meets the requirements of BS ISO 9001:2015. We shall endeavour to continually improve both the quality system and our performance by setting measurable objectives for our key processes, ensuring our standards not only meet our own goals but compliment the visions of our associates, clients, subcontractors and employees. Enabling us to maintain strong beneficial relationships for all involved in our services

We shall regularly monitor and review these objectives and communicate the results throughout the business.

Our policy statement is on display at our premises and can be made available to the public via request.

This policy is a controlled document and shall be reviewed and amended, where applicable, to ensure that it remains relevant to the organisation's business.

**Jack Allen**



Managing Director

This policy shall be reviewed and updated on an ongoing basis to ensure its continued effectiveness

## **ENVIRONMENTAL POLICY**

Bespoke Building & Carpentry recognise the need to minimise any adverse environmental effects caused as a result of our activities and services, achieving our business objectives in a manner that reflects the changing environmental priorities of our customers and the community. As part of our commitment to maintaining the highest levels of environmental management, the company has implemented an environmental management system compliant with BS ISO14001:2015.

Bespoke Building & Carpentry acknowledges its responsibility and commitment to the protection of the environment at all levels and will comply with applicable environmental regulations, laws and codes of practice whilst committing to continuous improvement of our environmental management performance and the prevention of pollution.

We recognise that our key adverse environmental impacts are energy consumption and waste generation. It is the company's objective to apply the following ethics on all Bespoke Building & Carpentry projects and will:

- Take action to eliminate or reduce, as far as practicable, any actual or potentially adverse environmental impacts;
- Wherever practicable to use appropriate recycled or recyclable materials;
- Encourage employees to work in an environmentally responsible manner;
- Where appropriate, obtain support from customers by providing them with products and services that are environmentally responsible in use;
- Promote a purchasing policy which will give preference, as far as practical, to those products and services which cause least harm to the environment;
- To minimise the generation of waste, to promote the use of sustainable resources and to make use of all materials, supplies and energy;
- Ensure, where possible all waste generated is recycled or disposed of in a responsible manner;
- Where applicable the company will take into account the life cycle management of products to reduce whole life impacts.

The policy statement is on display at our premises and can be made available to the public via request.

The Managing Director and Management team 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 working activities.

All employees are expected to co-operate and assist in the implementation of this policy. This includes co-operating with management on any environment related matter.

**Jack Allen**



Managing Director

This policy shall be reviewed and updated on an ongoing basis to ensure its continued effectiveness.

**HEALTH, SAFETY & WELFARE POLICY STATEMENT**

In delivering our services we recognise that we will have an impact on the surrounding environment and that risks will arise. We therefore accept as our moral duty the need to take all practical steps to prevent harm to anyone. It is the responsibility of everyone whilst working on or off site to co-operate with management to prevent injury to themselves and others and to help improve safety performance.

It is therefore our priority and policy to:

- Provide and maintain safe working environments that are without risks to health, safety and welfare.
- Meet our responsibilities as an employer to do all that is reasonably practicable to prevent accidents, injuries and damage to health.
- Safeguard employees and others from foreseeable hazards connected with work activities, processes and working systems.
- Give all staff working for or on behalf of the company the right to refuse to work where they have any health & safety concerns.
- In order to realise these policy aims, we will:
- Comply with all the applicable health and safety employment legislation and industry standards.
- Continually improve our health & safety performance.
- Ensure that when new substances, machinery, equipment, processes are introduced, adequate guidance, instruction, training and supervision are provided for safe methods of work to be developed.
- Train all employees to be aware of their own responsibilities in respect of relevant health & safety matters and ensure they participate in the prevention of accidents, incidents and co-operate with measures taken to prevent industrial disease.
- Establish and resource improvement plans with challenging and measurable objectives and targets ensuring that health & safety will not be compromised for other objectives.
- Expect the co-operation and commitment of everyone on or connected with our work operations in delivering improved performance.

This policy is implemented for all our activities through the ongoing development and implementation of our documented Health & Safety and Management System that meets the requirements BS ISO:45001 2018.

Our policy statement is on display at our premises and can be made available to the public via request.

**Jack Allen**



Managing Director

This policy shall be reviewed and updated on an ongoing basis to ensure its continued effectiveness.