

# Quality Policy

## SCOPE

Owen & Palmer Limited will ensure that the works and services detailed in the BMS are provided with the appropriate level of skilled personnel, planning and resources to fully meet the requirements and give maximum service value to the client.

### Key Actions

Owen & Palmer Limited set the following guidelines for its continued improvement:

- To set measurable objectives for continual improvements in techniques, planning, works and services so as to develop Owen & Palmer Limited and respond to any changing demands within the client base.
- To record and take corrective action with regards to all quality problems and to monitor the effectiveness of such action taken.
- To maximise at all times, the level of service given to the Client.
- To ensure that this quality policy is understood and accepted by all personnel within Owen & Palmer Limited and that the requirements of this manual and associated procedures are communicated to the extent necessary to all employees.

This policy is understood by, and operates with, the full commitment of all employees in every area of Owen & Palmer Limited activities. The Senior Management Team of the company will take full accountability for the maintenance of its Business Management System.

The company is committed to identifying and incorporating the issues of stakeholders into its business. As part of the business process, the company seeks to reduce risk and promote opportunity to enhance profitability.

Compliance with these procedures and associated documents is mandatory for all employees.

Our quality control procedures follow our Business Management System which is assessed annually by UKAS Accredited Registrars against the Quality Management System Requirements of ISO **9001:2015** - The scope of the registration is:

Electrical Contracting Engineers, Servicing Northern Wales and the Northwest of England.

**Approved by the Board**



# Quality Statement

## SCOPE

It is the policy of Owen and Palmer Ltd, to provide products, installations and services that conform to the customer's contractual requirements with service levels that exceed expectations safely and with due consideration to the environment. To achieve this we have established and maintain an Integrated Management System (IMS) that covers quality, environmental and health & safety management.

Our mission is to lead by example in the fields of quality, environmental and health & safety management.

We believe that to protect the health, safety and welfare of our employees as well as the environment is a moral responsibility, not just a legal requirement and as such we are committed to: -

- Continuously improving the effectiveness, performance and management of the IMS
- Setting and reviewing measurable, achievable objectives across the scope of the IMS.
- Complying with requirements of customers and the IMS
- Preventing non-conformance, pollution, injury and ill health
- Complying with legal requirements and industry Codes of Practice
- Complying with requirements that relate to our environmental aspects and controlling our impacts
- Identifying and evaluating workplace hazards to ensure that appropriate risk control measures are in place, and that risk is reduced to tolerable levels
- Developing performance indicators that cover all aspects of the IMS
- Planning our activities, using our procedures and carrying out installations in such a way that any adverse environmental impacts are minimised
- Investigating all non-conformances, accidents and near miss incidents so lessons can be learnt and measures can be taken to prevent recurrence.

This policy is to be communicated to all persons working for or on behalf of Owen & Palmer Ltd to confirm their obligations for quality, the environment and health & safety. This BMS Policy will be displayed at Company offices; in addition, the policy is available to the public on request.

This has the unqualified support of the management who ensures the system is understood, implemented and maintained by all concerned personnel in the Company. They will also ensure that appropriate resources are available to facilitate a culture of continual improvement. It will be regularly reviewed, as a minimum this will be done at the Management Review.

The Managing Director has overall responsibility for all company health, safety and welfare issues, supported by the Senior Management Team.

Operational Managers shall oversee all health, safety and environmental issues including staff welfare within their division.

The Managing Director has the responsibility of maintaining the IMS and processes to meet the requirements of the standards and with the support of the appointed Managers to implement this policy.