



Our mission is to deliver a consistent level of excellent service and customer satisfaction with safe working practices while having minimal impact on the environment. This is supported by a process of continual improvement designed to promote customer confidence, deliver value for money, protect the environment, ensure the safety and well-being of all our interested parties, and sustain a profitable business.

Our commitment to quality and the environment is delivered by adopting an integrated approach to our management system, and complying with all relevant legislation, regulations, compliance obligations and industry requirements.

Our integrated quality and environmental management system is compliant with the requirements of ISO 9001: 2015 and ISO 14001: 2015 and seeks to:

- Ensure compliance with legal and other requirements relevant to our activities.
- Continually improve the IMS by ensuring the risks and opportunities that can affect conformity of products and services and the ability to enhance customer satisfaction are determined and addressed and the focus on enhancing customer satisfaction is maintained.
- Identify and implement controls that will minimise the significant impacts of our activities and prevent pollution, to enable our staff and interested parties to operate in a safe environment through the reduction and elimination of incidences of injury and ill-health.
- Continually improve and maintain the environment both within the Company and externally.
- Identify objectives and implement projects to enable improved service, environmental and health and safety performance.
- Provide a framework for the provision of the effective training and consultation with our staff and the setting of objectives to help improve our business.
- Establish partnerships with suppliers and interested parties to provide an improved service.
- Ensure all contractors and suppliers to the Company have similar environmental aims, objectives, and commitment.

We take this commitment to our customers and our staff seriously and we are dedicated to maintaining and improving upon the highest levels of customer service, sustainability and social responsibility.

This policy will be communicated to all employees and organisations working for or on our behalf. Employees and other organisations are expected to co-operate and assist in the implementation of this policy, whilst ensuring that their own work, so far as is reasonably practicable, is carried out without risk to themselves, others, or the environment and without defect.

This policy is regularly reviewed in order to ensure that it continues to be appropriate and to the achievement of our objectives. This policy is also available to relevant interested parties, upon reasonable request.

Signed on behalf of First Choice Facilities Ltd

Mark Hurley

Mark Hurley

CEO – 12/01/2022



**INTEGRATED MANAGEMENT SYSTEM POLICY
(QUALITY & ENVIRONMENTAL)**



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