

	Policies		Doc No:	CP11-1.1
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Quality Management Policy

John Robson (Metals) Ltd are committed to providing products and services which fully conform to customer's requirements and which meet all legal and other requirements. Our activities include specialised dismantling and demolition service of high voltage sub stations and the recycling of heavy electrical equipment. These operations are supported by an in-house vehicle & plant maintenance department and engineering facilities. The policy is designed to extend to our clients, sub-contractors and any property in which we operate to perform our service.

Top management endorses this policy and ensures it is compatible with the context and strategic direction of the Company. Top management in co-ordination with the Quality Management Representative are accountable for the effectiveness of the environmental management system (QMS) and are responsible for ensuring that it is communicated, understood, implemented and maintained at all levels within the Company and ultimately, that it achieves its intended outcomes.

Top management promotes and is committed to continual improvement of the QMS to enhance quality performance and improve satisfaction of client. The company is committed to establishing & maintaining a framework which directly relates to our environmental objectives. The company will assess and develop these objectives and the elements below which form the basis of the objectives set. It is our policy to identify & review:

- ◆ Internal issues within the organisation.
- ◆ External issues within the organisation.
- ◆ Those interested parties which can impact or be affected by the company's operations in terms of quality.
- ◆ Quality risks to the company based upon the first three points identified.
- ◆ Potential opportunities which could benefit the quality performance of the company based upon the first three points identified.
- ◆ Company quality objectives based upon the risks and opportunities identified.

The company annual targets for improvement in quality aspects are based upon the company objectives set. These are maintained as part of the internal auditing, monitoring and management review processes. The results of which are communicated to interested parties, where appropriate / on request.

Top management and staff are committed to ensuring that the Company:

- ◆ Performs to the requirements of the client
- ◆ Complies with all legal and other requirements
- ◆ Reduce cost of operations
- ◆ Invests in resources to achieve the quality objective and targets set.

Efforts will be made to continually improve the effectiveness of the QMS. These processes, procedures and arrangements that make up the QMS aims to allow the business to achieve the quality objective and targets set.

All employees are made aware of the policy, objectives, targets, and systems documentation. Ongoing training will be given to ensure employees can fulfil company quality standards, operate safely at all times, and have due consideration for the environment. They are required to report on all activities, operations and situations that put at risk product / service quality provided to our clients.

This policy will be communicated to all employees and sub-contractors. They 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. This policy will be reviewed annually by top management and where deemed necessary will be amended and re-issued. Previous versions of this policy will be archived and are available upon request.

Signed		Date	11/05/2021
		Name	Miss E. Slater
		Position:	Managing Director

These policies are reviewed at least every 12 months.								
Last review	27/07/15	27/07/16	26/07/17	06/06/18	14/05/19	11/05/20	11/05/21	10/09/21