

Integrated Management System Manual

QUALITY AND BUSINESS CONTINUITY POLICY STATEMENT

The policy of Total Reclaims Demolition (the Company) is to provide Clients with a service that meets their contractual requirements and exceeds their expectations with regards to quality, safety, health and environmental performance and to ensure continuity of that service; this can only be achieved by operating our comprehensive Integrated Management System (IMS) and controls within our Business Continuity Plan (BCP), appropriate to our purpose and also the context of the Company.

To assure the quality of all services offered by the company; the IMS complies with the requirements of BS ISO 9001:2015, BS ISO 14001:2015, BS ISO 45001:2018 and BS EN ISO 22301:2014 and applicable statutory requirements. The IMS and BCP will be implemented across the whole company and will embrace all of the activities which impact upon our Clients and others who may be affected by our activities.

The Company policy is to enhance Client satisfaction through the effective application of the IMS, including processes for continual improvement and assurance of conformity to Client, Standards and applicable statutory and regulatory requirements; this is supported by our BCP which ensures continuity of our services in the event of a major disruptive incident.

The only way to achieve and maintain this policy is for every employee, in whatever capacity, to perform their work to the highest standards at all times, to get it right first time, every time; all Company personnel will be trained in the requirements of the IMS and BCP commensurate with their individual responsibilities, as appropriate and no unauthorised alterations or deviations are permitted.

Top management of the company, the Managing Director, Directors and senior managers, is committed to ensuring that the system is effective in achieving quality, safety and environmental requirements and satisfying and maintaining Client requirements, both now and in the future.

To this end, we will strive to continually improve upon our services and will set quality, safety, health and environmental objectives; these objectives, allied with BCP review, form part of Company and IMS performance, this is monitored with respect to continual improvement by ongoing monitoring, internal audits and review with any corrective actions being implemented on a timely basis to ensure the continued effectiveness of the system and continuing suitability for purpose.

Eventual responsibility for fulfilling the defined responsibilities and arrangements is vested in the undersigned

A handwritten signature in black ink, appearing to read "Melvyn Cross".

Melvyn Cross

Managing Director

December 2018