



Integrated Management Policy

In pursuit of its strategic objectives, it is the policy of **Associated Installations Ltd** to maintain an Integrated Management System (IMS) designed to meet the requirements for BS EN ISO 9001:2015 and BS EN ISO14001:2015, so we can deliver all our projects to the highest calibre from refurbishment to new builds within the commercial, educational and health sectors.

The Integrated Management Policy provides a framework for the organisation and the IMS defines our quality and environmental objectives and key procedures.

The directors of **Associated Installations Ltd** are committed to the management of our quality and environmental obligations across all our sites and operations, seeking to:

- Meet the requirements of all legislation applicable to us, together with our industry standards thus meeting our compliance obligations
- In handling fuels and other hazardous materials associated with our projects, take all essential measures to prevent pollution
- Maintain the continual improvement of performance through the regular review of our management system.

In seeking to maintain and improve the performance of the organisation we will:

- Review the organisation's raw material resources to ensure that, wherever possible, recycled materials are employed, the use of non-renewables is minimised and research is directed towards sustainable materials and processes
- Conserve energy wherever possible, seeking to reduce the use of fossil fuels
- Maintain waste-saving protocols to ensure the recovery of recyclable material
- Engage with staff and contractors to ensure that they understand the obligations associated with their roles within the organisation and that they are encouraged to suggest improvements to the IMS
- Encourage suppliers and contractors to develop sustainable management practices
- Prevent pollution and ensure that staff have the appropriate training and awareness to protect the environment as part of their day to day activities
- Set objectives that are relevant and reviewed regularly for progress and achievement

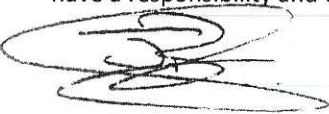
Customer service is an essential part of the quality process and to ensure this is fulfilled, all employees receive training to ensure awareness and understanding of quality and its impact on customer service. It is our aim to continually improve customer satisfaction based on feedback from interested parties.

Associated Installations Ltd ensures that the IMS is communicated and understood throughout the company and is available on request to interested parties.

To ensure the company maintains its awareness for continual improvement, management commit to ensure that the IMS is regularly reviewed and is subject to annual audit.

The Integrated Management Policy is reviewed at least annually, by management, to ensure its continuing suitability.

The requirements of the company's integrated management system are mandatory and all company personnel have a responsibility and obligation to it.



Jamie Bell
Managing Director

Review Date: October 2020
Next Review Date: October 2021