

## QHSE Policy

Highland Industrial Supplies Ltd recognises that successful Quality, Health, Safety and Environmental management is fundamental to its business success.

The Board of Directors will show leadership and commitment, and bear the responsibility for establishing, implementing, integrating, and maintaining the Business Management System. Directors are committed to the continual improvement of the BMS to ensure it remains relevant and appropriate and adheres to all respective industry standards, regulations, legislation, and customer requirements are met or exceeded for Quality, Health, Safety and Environmental.

Highland Industrial Supplies Ltd (HIS) will: -

- Pursue the highest possible standards of Quality, Health, Safety and Environments management performance.
- Ensure the OH&S policy and its objectives are established and compatible to the strategic direction of Highland Industrial Supplies Ltd.
- Commit to providing safe and healthy working conditions, workplace, and activities for the prevention of work-related injury and ill health to our staff and visitors.
- Commit to eliminating hazards and reduce OH&SE risks within the workplace by applying the hierarchy of controls to OH&S risks.
- Commit to communicate, consult, and encourage participation with workers, and workers' representatives.
- Commit to fulfil and comply with industry, legal and other requirements.
- Work to ensure the quality product or service delivered to our customers consistently meets or exceeds their expectations.
- Extend the organisations Business Management System practices throughout our Supply Chain
- Protect the environment, through effective monitoring and control of ethical business practices, prevention of pollution, protection of biodiversity and eco systems and where possible reducing carbon footprint.
- Work in a manner to provide effective monitoring of procedures and work instructions to provide a safe working environment for staff and visitors.

It is the policy of the company to establish and maintain an effective and efficient management system complying with all the requirements of ISO 9001:2015, ISO 14001:2015 & ISO 45001:2018 and all other applicable regulations.

The QHSE policy statement is made available as documented information and communicated to all employees and will be made available to any interested parties upon request.

Signed



Position

Managing Director

Date

07/01/24

Signed



Position

Company Director

Date

07/01/24

### 3. QUALITY, ENVIRONMENTAL and OH&S OBJECTIVES

We aim to provide a professional and ethical service to our clients. In order to demonstrate our intentions, Our Management Team will analyse customer feedback data, internal performance data, financial performance data and business performance data to ensure that our Quality Objectives are being met.

We have identified the following Quality Objectives  
(SMART – Specific, Measurable, Achievable, Realistic and Timed)

- give satisfaction to all of our customers and other stakeholders and interested parties whenever possible, meeting and exceeding their expectations; we will achieve this through our customers to scoring us, collating the feedback and reporting this to the Directors via the business reviews in order to make improvements; we have set a customer satisfaction target of **95%**.
- comply with all compliance obligations, codes of practice and all other requirements applicable to our activities including the nature, scale and environmental impacts of its activities, products and services; our target is a **3%** reduction of general waste going for disposal, this will be achieved by continuing to divert recyclable materials such as stretchy plastics, cardboard and wood to recycling rather than landfill.
- the reduction of hazards, prevention of injury, ill health, protection of the environment, including prevention of pollution, sustainable resource use, climate change mitigation and adaptation, the protection of biodiversity and ecosystems and any other specific commitments which are relevant to the context of the organisation; we have a target of **Zero** RIDDOR. This will be achieved by providing and maintaining relevant training, regularly reviewing risk assessments, regular audits for any new hazards and liaising with department managers, and encouraging staff to report all hazards or incidents.
- provide all the resources of equipment, trained and competent staff and any other requirements to enable these objectives to be met; we have set a target to complete annual reviews of **95%** of Inverness-based employees by January 2024,
- ensure that all employees are made aware of their individual obligations in respect of the quality, environmental and oh&s policy. This will be done through e-learning, workshops/ toolbox talks with line managers and evidenced in our training matrix. We have set a target of training **100%** of line managers/ supervisors,
- maintain a management system that will achieve these objectives and seek continual improvement in the effectiveness and performance of our management system based on "risk";

Whilst the above company objectives are "high-level", we have further analysed and categorised these into our Risk & Opportunities Matrix. In some cases, this may allow for specific objectives being set across different functions. This shows how we measure and set targets in meeting the "high level" objectives.