

This document outlines our overall intentions and direction related to establishing, documenting, maintaining and continually improving our processes to improve all aspects of our business including quality and reduction of environmental impact.

Our commitment to improving quality:

Operating a Quality Management System which complies with the requirements of ISO 9001:2015, including:

1. Ensuring that all employees understand their roles and responsibilities for the delivery of a quality service
2. Scheduled audits and regular review at all Management Meetings actively involving Directors, ensuring continual identification of opportunities for improvement
3. Regularly reviewing our performance and services with our customers to ensure that we continue to deliver their expectations
4. Communicating changes ensuring they are always applicable to the needs of the organisation
5. We are committed to meeting all statutory, customer and regulatory obligations
6. Establishing and exceeding our customer's requirements
7. Providing quality product, delivery, training & support
8. Providing a skilled and enthusiastic workforce

Our commitment to reducing our impact on the environment:

Operating an Environmental Management System which complies with the requirements of ISO 14001:2015, including:

1. Our Product:
 1. Phosphate free, super concentrated powder reducing transport and storage
 2. Refillable, reusable trigger spray bottles reducing waste sent to landfill
2. Controlling the use of natural resources
 1. Purchasing non-polluting and energy efficient technologies wherever possible
 2. Reuse and recycling of waste wherever possible
3. Commitment to
 1. Protect the environment
 2. Meet all compliance obligations
 3. Set our own standards and targets where no relevant Government regulation exists
 4. Establish an action plan with a regular review of progress
 5. Measure progress against set targets for resource efficiency and prevention of pollution
4. Assisting customers to promote greener products and services
5. Reporting environmental performance of the organisation to stakeholders
 1. Customers
 2. Suppliers
 3. Employees
 4. Other interested parties

**This document is reviewed at Management Review Meetings
This is a live document and copies exported from our digital dashboard are uncontrolled**



The Ridgeway, IVER, SL0 9HX
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Mal Stevens
Managing Director**