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1. SCOPE

The activities covered by this quality and environmental management system are the provision of the design, supply and installation of post tensioning products for the construction industry and also CCL GB Specialist Services.

2. REFERENCES

In addition to ISO9001:2008 and ISO 14001 (with no exclusions) the company also makes reference to other regulatory bodies (UKCARES PT1, PT2, PT5 & PT9), ETA013 and CE marking requirements) as well as British or International Standards and customer specifications, as appropriate to the product.

3. TERMS & DEFINITIONS

The following terms apply:

The companies: CCL (GB) Ltd

QEMS: The company's quality and environmental management system.

The customer/client: Any organisation purchasing and specifying the company's product.

The supplier: Any organisations supplying the company with goods or services which affect the company's product.

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4. QUALITY POLICY STATEMENT

The company's policy is:

CCL GB Ltd depends on our customers and stakeholders, we therefore must as an organisation meet and even surpass our customers current and future needs.

The importance of our customers cannot be underestimated, only by meeting their needs can the company survive and develop. Revenues generated from our customers benefit not only employees and shareholders but indirectly our suppliers, and in the long term allow investments to secure the future growth of CCL GB Ltd.

In order to fulfil these requirements we must share and communicate this policy to all our stakeholders on a continuing basis. CCL GB Ltd is not a series of departments but an interrelated process that need to be managed as a whole with the full involvement of all our employees, suppliers, customers and other stakeholders.

We take our commitment to this policy very seriously and through this Quality and Environmental Management System we aim to deliver a world class service through a world class supply chain. The management team will ensure the Company strategy meet these objectives by the review and continual improvement of our supply chain to delight the customer at every opportunity.

This policy should be seen as part of the CCL group strategy in designing, supplying and delivering specialist construction products and services.

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Signed
Director

QUALITY OBJECTIVES

The quality objectives for CCL (GB) Ltd are as followed:

- Strive to minimise none compliances with a target of zero findings per project
- Strive for minimal customer complaints with a target of zero complaints per year
- Aim for a high customer feed back score, with a target of 4 on average
- Minimise waste with a target of achieving project budgets

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5. ENVIRONMENTAL POLICY STATEMENT

CCL believe that we have a responsibility to care for and protect the environment in which we operate, as such we are committed to providing a quality service in a manner that ensures a safe and healthy workplace for our employees and minimises our potential impact on the environment.

We will operate in compliance with all relevant environmental legislation and we will strive to use pollution prevention and environmental best practices in all we do.

We will: -

- Integrate the consideration of environmental concerns and impacts into all of our decision making and activities,
- Promote environmental awareness among our employees and encourage them to work in an environmentally responsible manner,
- Train, educate and inform our employees about environmental issues that may affect their work,
- Reduce waste through re-use and recycling and by purchasing recycled, recyclable or re-furnished products and materials where these alternatives are available, economical and suitable,
- Promote efficient use of materials and resources throughout our places of work including water, electricity, raw materials and other resources, particularly those that are non-renewable,
- Avoid unnecessary use of hazardous materials and products, seek substitutions when feasible, and take all reasonable steps to protect human health and the environment when such materials must be used, stored and disposed of,
- Purchase and use environmentally responsible products accordingly,
- Where required by legislation or where significant health, safety or environmental hazards exist, develop and maintain appropriate emergency and spill response programmes,
- Communicate our environmental commitment to clients, customers and the public and encourage them to support it,
- Strive to continually improve our environmental performance and minimise the social impact and damage of activities by periodically reviewing our environmental policy in light of our current and planned future activities.

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Signed
Director

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6. QUALITY & ENVIRONMENTAL MANAGEMENT SYSTEM

6.1 INTRODUCTION

The QEMS operated by the company is based upon the requirements of ISO 9001:2008 and ISO 14001:2004. This addresses the following aspects: sales, purchasing, operations, quality and environmental control.

6.2 MANAGEMENT REPRESENTATIVE RESPONSIBILITIES

The Quality and Environmental representative(s) (CCL Director) shall ensure that processes required for the QEMS are established, implemented and maintained. They will report to top management on the performance of the QEMS and any needs for improvement and ensure the promotion of awareness to customer requirements throughout the organisation.

6.3 MANAGEMENT REVIEW

The QEMS is systematically reviewed at least once per year to ensure its continued adequacy and effectiveness.

Each month the following are reviewed as part of the senior management review:

- i) results of internal and external audits
- ii) health and safety performance/incidents
- iii) customer feedback (compliments and complaints)
- iv) productivity and quality control issues
- v) corrective and preventive actions
- vi) changes that could affect the QEMS
- vii) recommendations for improvement

6.3 INTERACTION OF PROCESS DIAGRAM

