

## **Quality & Environmental Policy Statement**

Signpost Solutions Ltd is committed to the objective of providing our external and internal customers with products and services that fully satisfies their requirements. The principle of getting it “right first time” is the responsibility every Signpost Solutions Ltd employees.

Overall responsibility is vested in the Managing Director to ensure compliance with current legislation enabling the company to achieve its objectives thereby achieving growth and long-term profitability in our business. The company recognises that effective “Management for Quality and the Environment” is not solely the responsibility of those employed on quality functions, it will apply to all Company personnel.

SignPost Solutions is also committed to following environmental best practice and maintaining and improving its Environmental performance giving full consideration to the environment and the impact thereon in all investment decisions, development projects, products and services with priority being given to reduction or elimination of any adverse environmental effects.

It is the policy of the Company to establish and maintain effective and efficient business systems which meet the requirements of ISO 9001, ISO 14001, EN12899, EN40 and NHSS6 and also provide the means of achieving continual improvement in all areas of the business.

### ***Objectives and Targets***

- People Development - Implement a “right first time” ethos through internal and external training programmes to create flexibility within our workforce.
- Customer Satisfaction - Strive to reduce the number of customer complaints and improve our customer services.
- Supplier Development - to work closely with our suppliers to reduce costs, impacts of waste management and recycle management.

It is the ultimate responsibilities of all the Senior Management team on each site for establishing and reviewing Quality and Environmental objectives and targets. Activities such as design and development, purchasing and manufacturing will give consideration to the significance of the impact of those activities on the environment.

The Quality Manager is responsible for monitoring the effectiveness of the business systems.

C. Nicklin

Managing Director