



Procedure number and title:

POLICY STATEMENTS

Issue number: 3

Page 1 of 1

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5 Quality Policy

Symphony Windows, Doors and Conservatories Ltd (Symphony) is committed to ensuring continual improvement of its activities, products and services to ensure compliance with applicable legal and interested party requirements, at the same time providing enhanced levels of customer satisfaction. Operational Controls, together with Objectives, targets and programmes have been established to support this commitment.

Symphony's target is an ongoing Quality Management System which is compliant, as a minimum, with ISO 9001, CE marking and with relevant Kitemark standards which it holds.

By adhering to this policy, the intention is to provide a stable, profitable and growing business which retains a significant market share within the UK.

This policy is communicated internally to all staff and externally as required.

Signed

Managing Director

6 Environmental Policy

Symphony Windows, Doors and Conservatories Ltd (Symphony) is committed to ensuring continual improvement to the nature, scale, sustainability and environmental impact of its activities, products and services. The company is committed to compliance with current environmental obligations and regulations, the protection of the environment and prevention of pollution, together with all other relevant legal and interested party requirements. Operational Controls, together with Objectives, targets and programmes have been established to support this commitment.

Symphony's target is an ongoing Environmental Management System which is compliant, as a minimum, with ISO 14001.

By adhering to this policy, the intention is to provide an increasingly sustainable business which retains a significant market share in the UK.

This policy is communicated internally to all staff and externally as required.

Signed

Managing Director

7 Policy Review

Both Quality and Environmental policies are reviewed during the Management Review in order ensure continuing suitability, adequacy, effectiveness and alignment with Symphony's strategic direction.