



PARKER CC

EQMS

POLICY

ISO 9001: 2015 and ISO 14001: 2015



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Approval

	Name	Signature	Position	Date
Prepared by	Tim Holton		Business Consultant	16.4.19
Updated by	Tim Holton		Business Consultant	13.1.20
Reviewed by	Management Team		Executive Manager	15.1.20
Approved by	Phillip Parker		Managing Director	15.1.20



EQMS Policy

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PCC has an operating ethos that puts the customer's needs first - because without the customer we do not have a business. This ethos is drilled down by the MD to the rest of the business in everything we do.

PCC is regarded as an SME in the world of business and it wants to expand its operation. PCC knows that to keep profitable whilst expanding it must keep existing customers whilst gaining new ones, so the vision of the company is therefore to match or exceed customer expectations for quality, safety, sustainability, cost, delivery and value.

PCC wants to expand the business in the right way. It is therefore indebted to its stakeholders' input to the process. Best practice in the cleaning industry is obtained from BICSc standards (British Institute of Cleaning Science) and latest government procurement legislation from OJEU (Official Journal of the European Union)

Finally, PCC is aware that its business operation can have a significant impact on the environment. We rely on the stakeholders to partner us in ways to reduce the impact it has on the environment by a process of continuous improvement.

We make the following commitments through our stakeholders:

Employees

- To treat all employees equally and embrace diversity in the organisation
- Empower through training and communication
- Provide a safe environment to work
- To pay the Living wage

- To provide more opportunities for disadvantaged, local and young people
- Promote the culture of continual quality improvements and getting things 'right first time'

Customers

- Define customer's needs and don't over promise and under deliver
- Complying with customer statutory and regulatory requirements
- Promoting the EQMS system and ensure implementation by internal auditing, management review, corrective and preventative action

Community

- To protect and improve our environment by saving on CO2 emissions of our vehicles
- To ensure compliance with relevant environmental legislation
- To use where practical the latest technology to develop sound environmentally conscious means of providing our services
- To reduce waste to landfill sites
- To promote recycling and purchasing of recycled products

Suppliers

- Extend our EQMS practices through the supply chain

Government and Local Government

- Work with governmental and local government on initiatives e.g. public services act 2012

We set out objectives for these commitments and progress is checked at quarterly management meetings. We set KPT's against the key objectives

Communicating the Policy

This policy is present in both our EQMS manual and on the website. It is displayed at head office in Kidlington. It is given to staff at induction and reviewed in performance reviews. Toolbox talks are used to ensure understanding.

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