

# Quality and Environmental Policy

## Vision statement

To be regarded as the best PCB assembly company in the south of England and be recognised by the wider community as a company that respects and cares for the environment.

## Mission statement

Exceed customer expectations and become a valued part of our customers' supply chain whilst at the same time conducting our activities in a manner that protects the environment and prevents pollution.

To achieve our Vision and Mission, all of us must understand and ensure the following principles are adhered to.

## Customers

- Understand customer expectations and strive to surpass them.
- Maintain professional working relationships with our customers, fulfil our delivery promises and encourage feedback to help identify opportunities for improvement.

## Systems

- Plan and conduct our activities in compliance with the requirements of ISO 9001 and ISO 14001, applicable health, safety and environmental legislation and other requirements related to our activities and services.
- Manage risks associated with operations, stakeholder satisfaction and the environment and ensure risks are considered when there are changes to operational, customer and other stakeholder needs.
- Set objectives and targets that promote improvement of quality and environmental performance and prevent the occurrence of environmental and quality incidents.
- Ensure staff have the skills and confidence to perform their tasks safely, competently and in accordance with applicable statutory and regulatory requirements.

## Suppliers

- Source products and services from socially responsible suppliers.
- Use suppliers who share our commitment for customer satisfaction and environmental protection.
- Build relationships with suppliers to encourage cooperation and improved performance.

## Communications

- Communicate this policy to staff and other stakeholders as required to ensure understanding and commitment.
- Co-operate with regulatory authorities and, where appropriate, other stakeholders regarding environmental and quality matters and provide information and assistance as required.
- Cultivate a quality, health, safety and environmentally conscious workforce and endeavour to promote the same with suppliers, subcontractors and others who can affect our quality and environmental performance.
- Periodically review and, where necessary, revise this policy to ensure it remains relevant to Phase One's quality and environmental goals and aspirations.