

# **BUSINESS MANAGEMENT POLICY**

The Directors of Cresswell Office Services Limited understand the importance of Quality and Environmental management and embrace the benefits that our Business Management Systems bring to the company.

We set measurable objectives and targets for quality and environmental management and monitor their progress periodically. Through this approach we have established a framework for continuous improvement in the service we provide to our clients and in the reduction of waste and pollution.

Cresswell Office Services is committed to:

- ✦ Meeting the specified requirements and expectations of our clients in all areas in which we work and thereby being the first choice for existing and new clients in the provision of our service.
- ✦ Understanding the needs of all interested parties that may impact on our business.
- ✦ Protecting the environment in terms of reducing waste, pollution, spillages and noise along with managing the life cycle of plant, equipment and other physical assets from receipt to disposal.
- ✦ Achieving compliance with all relevant regulations and legislation related to the environment;
- ✦ Achieving compliance with all relevant industry standards;
- ✦ Maintaining accredited Certification of our Business Management System in accordance with ISO 9001 and ISO 14001.
- ✦ Maintaining a Business Management System that provides the necessary controls in support of the above recognised management system standards.
- ✦ Providing the necessary resources to meet the requirements and expectations of our clients along with meeting our obligations to all interested parties and to reduce our impact on the environment.
- ✦ Periodic review of this policy to ensure its continued relevance.

In addressing the above commitments, we will:

- ✦ Identify and manage our business risks.
- ✦ Identify and manage those aspects that have an impact on the environment

This Policy will be reviewed as required: at least annually or following any significant changes to client/industry requirements, legislation or regulations.

**David McLeod,**  
  
**Managing Director**

**Date:** 30<sup>th</sup> May 2018  
**Date of Last Review:** 6<sup>th</sup> June 2019  
**Date of Next Review:** 1<sup>st</sup> June 2020