

## INTEGRATED POLICY

McFarlane Telfer conduct the maintenance and repair of commercial catering and refrigeration equipment.

In order to ensure that we maintain excellence in all our activities, we have implemented a formal integrated management system, which satisfies the requirements of ISO9001:2008, ISO14001:2004, OHSAS18001:2007 and SA8000.

The company has identified the quality, environmental, safety and industry specific legislation and regulations relevant to the business. A Register of Legislation captures those requirements and the company ensures that all its activities are carried out in conformance with those obligations.

The management and all who work at McFarlane Telfer are committed to:

- ◆ Providing the highest possible level of service in satisfying the requirements of our customers.
- ◆ The care of the environment and the prevention of pollution.
- ◆ Ensuring the health and safety of all its employees, its subcontractors, its customers and members of the public.
- ◆ The prevention of accidents, injuries and ill health.
- ◆ Complying with the requirements of SA8000.
- ◆ Continual improvement.

The objectives underpinning the management system are:

- ◆ Our customers' needs shall be fully understood.
- ◆ Adequate facilities and skills are provided to fulfil customers' needs, protect the environment and provide a safe workplace.
- ◆ We aim to minimise waste arisings, promote recycling, reduce energy consumption, reduce harmful emissions and, where possible, to encourage suppliers to adopt sound environmental policies.
- ◆ All employees are required to work in a safe manner so that they do not endanger themselves or any other person, and do not damage equipment or take unnecessary risks.
- ◆ Our Investors in People; Champion recognition ensures that we provide appropriate training and development for our staff and others working on our behalf.
- ◆ Arrangements are also made for employees and management to consult on health and safety issues.
- ◆ The policy and management system are reviewed and updated regularly to take account of changing circumstances, customer requirements and improvement opportunities.

The Policy and the requirements of the Integrated Quality, Environmental and Safety Management System have been communicated to all employees and persons working on behalf of the company.

Chris Craggs  
Managing Director: .....

Date 16 July 2018