



technical transport

## **Quality/Environmental Policy**

Relay Technical Transport ensures that the system is adhered to and will constantly be monitored and audited for continual improvement. We are committed to applying best practice throughout the organisation to the highest of standards, whilst fulfilling or exceeding customer expectations. Relay will always achieve the highest level of environmental control by monitoring and reviewing the Quality & Environmental performance on a continual basis. Relay's policy is to purchase products from sustainable sources that is reasonably practicable.

Relay is totally committed to compliance with all requirements within BS EN ISO 9001:2015 & BS EN ISO 14001:2015. Relay's policy is to supply products of the highest quality to our customers whilst minimising the environmental impacts by:

- Understanding the customers' requirements and offering the best product that meets their expectations.
- Comply with applicable legal requirements and other requirements.
- Prevent pollution, reduce waste, and minimize the consumption of resources.
- Protect the Environment in all aspects of our business and to significant aspects of our operations, to prevent any adverse environmental effects.
- Recycle / Waste Management - reuse materials wherever practical.
- Minimize the environmental impact, for the life cycle (including disposal) of all components, equipment, and other physical assets under our control.
- We will make the satisfaction of customers' needs our primary goal by working with customers to establish and satisfy their requirements now and in the future. Effective communication arrangements have been established to assist with the feedback of information relating to the supply of product and the associate's service. Information is analyzed and used to continuously improve the company's processes.

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- We need to recognize that we don't always get things right. When a customer complains, we will investigate the complaint professionally and do our very best to put things right and stop it happening again.
- We have adopted a risk-based approach to integrated management and achieved this by forward planning, monitoring risks, opportunities, and compliance obligations of the integrated management system. We actively monitor the needs and interests of relevant parties and issues that could affect the integrated management system and its business objectives.
- We will promote an environment that recognizes the contribution of our staff to the success of the business and encourages their involvement and development. We will provide the appropriate training and educational opportunities and resources to support the achievement of business objectives.

It is the responsibility of the senior management team to lead the BS EN ISO 9001:2015 & BS EN ISO 14001:2015 and to involve all staff through a programme of continuous improvement and effective teamwork. The senior management team have taken responsibility and ownership for integrated management system (IMS) and will ensure that the company adheres to this and its improvement moving forward.



**Managing Director**

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