

# Quality, Health, Safety and Environment

# Policy Document

The Lakethorne Group is committed to providing a high-quality cleaning and facilities service, at the fairest possible price, in a manner that ensures a safe and healthy workplace for our employees and minimises our potential impact on the environment. We will operate in compliance with all current legal and other requirements applicable to our activities and we will strive to prevent pollution in all we do.

We will strive for continual improvement in our performance and aim to provide total customer satisfaction and we seek to achieve this through fulfilling all possible client and regulatory requirements in every respect. The senior management team are committed to maintaining QHSE Management System certified against the ISO standards, this will be achieved by:

- Achieving sustained, profitable, growth by providing products which consistently meet or exceed the needs and expectations of its customers;
- Integrate the consideration of environmental concerns and impacts into all of our decision making and activities,
- Ensuring that the Policy is communicated to all employees at all levels within the company;
- Setting and reviewing Objectives to continually improve the management systems, and ensuring those objectives are met;
- Providing the necessary resources and ensuring responsibilities and authorities are determined and communicated within Lakethorne Limited;
- Reviewing the effectiveness of the QHSE Management System on a continuous basis and assessing opportunities for its continual improvement;
- Train, educate, instruct and inform our employees about quality, health, safety and environmental issues that may affect their work,
- A commitment in the prevention of injury and ill health and continual improvement.
- Seeking and acting on structured quality feedback from customers and communicate our commitment to clients, customers and the public and encourage them to support it,

This policy applies to all permanent employees of The Lakethorne Group with a contract of employment. Line managers are responsible for the organisation and content of Induction training for all their new staff, including agency staff, and will ensure that their employees are aware of relevant training and development opportunities in relation to environmental practices

Management and control of the QHSE Management System is the responsibility of the Directors but in recognition of its statutory duties in accordance with the provisions of the Health & Safety at Work, Act 1974 and other legislation and any recognised codes of practice relating to Health and Safety, Lakethorne ("the Company") will take all reasonably practicable measures to ensure the health, safety and welfare of its employees at work.

It is the policy of The Lakethorne Group to ensure, so far as is reasonably practicable, the provision and maintenance of safe and healthy working conditions, equipment and systems of work for all staff. As an employer, we are responsible and it is our policy to provide within the framework of law and of good practice, safe and healthy working conditions, equipment and systems of work for all our employees, contractors, visitors and others.

We also accept that we have responsibility for the health, safety and welfare of other people who may be affected by the business. However, all staff should be aware that they too have responsibility under this legislation to work in a safe manner so as to prevent accidents to both themselves and others.

Performance and adherence to the contents of the operating manual and related procedures is mandatory on all employees. Each employee is responsible for ensuring that the QHSE System is effectively operated in accordance with the Company's published processes and procedures.

The Managing Director undertakes to periodically review this policy in light of current and planned future activities, on an annual basis, and more frequently when legislation or industry best practice dictates.

Signed:   
Richard Bent  
Managing Director

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Next review date: January 2020

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POL0001 (V7)	Richard Bent	April 2018