

Quality Policy Statement

Established in 1987, Highfield Joinery & Building Services in Derby are a team of experts who cover all aspects of the building trade throughout Derbyshire, Nottinghamshire and Leicestershire.

From new builds and building renovations, to extensions or disabled adaptations and heritage works, whatever the project, we guarantee you will be happy with the high quality of our work.

We are accredited FIRAS fire door installers and can help protect you and your property from fire.

Whether you are a homeowner thinking of extending your home, or a business or local authority looking for a reliable building contractor, we are experienced in working with customers from every sector. We are proud of our fantastic reputation throughout the local area and are known for our excellent service, affordable prices, and high standard of our work.

In support of our aims and strategic direction and to demonstrate our commitment to quality, we operate a Quality Management System in accordance with the requirements BS EN ISO 9001:2015, the requirements of our customers and in accordance with our compliance obligations.

We will review the risks and opportunities to our business and set objectives against which our performance can be measured to identify opportunities for continual improvement of the Quality Management System and enhancing levels of customer satisfaction.

This Policy Statement will be reviewed annually as part of the Management Review process, to ensure its continued relevance and adequacy.

It is part of the company's training programme to ensure that this Policy Statement is briefed, understood and implemented at all levels within the company.

Environmental Policy Statement

Highfield Joinery and Building Services Ltd have implemented an Environmental Management System that draws on the intentions and principals of BS EN ISO 14001 Environmental Management Systems and meets the requirements of our clients and our compliance obligations. This statement identifies the objectives, commitment and responsibilities of all the Company's employees to control the environmental aspects and impacts created whilst executing their duties.

To ensure the implementation of this statement at all levels, the Company shall appoint personnel who will have responsibilities along with their other duties, for continuing development and maintenance of our Environmental Management System.

The statement affirms the need for all employees to:

- Make every effort to conserve the use of materials and energy and, where viable, collect waste materials for recycling;
- Wherever viable, use materials and products from sustainable sources that are also re-usable or recyclable;
- Ensure that whilst work is in progress all reasonable precautions are taken to prevent environmental damage, disruption or nuisance created by their undertakings;

- Ensure that all places of work, are kept clean and tidy;
- Avoid air, ground and water pollution from the creation of unnecessary noise, fumes, dust, poor chemical storage or the inappropriate disposal of unwanted waste materials;
- Report and investigate all instances of environmental breaches,
- Comply with the appropriate codes of practice, standards and best practices in order to allow the organisation to meet its legal obligations.

It will be the responsibility of the Managing Director to ensure that the Company's Environmental obligations are communicated to all staff and contractors and that each individual is encouraged to input into our environmental arrangements such that they can contribute to minimising the organisations impact upon the environment.

We will review the risks and opportunities to our business and set objectives against which our performance can be measured to identify opportunities for continual improvement of the Environmental Management System and enhancing levels of our environmental performance.

This Policy Statement will be reviewed annually as part of the Management Review.

Health and Safety Policy Statement

Highfield Joinery & Building Services Limited recognises and accepts its responsibilities and obligations as an employer under the Health and Safety at Work Act 1974 for providing a safe and healthy workplace and working environment for all its employees and any other persons affected by its operations.

The Company will take all reasonable steps to meet these responsibilities and obligations, paying particular attention to the provision and maintenance of:

- Suitable and safe equipment and systems of work.
- Safe arrangements for the use, handling, storage and transport of articles and substances.
- Sufficient information, instruction, training and supervision to enable all staff and workers to avoid hazards and contribute positively to their own safety whilst at work.
- A safe place of work with safe access and egress.
- A healthy working environment.
- Adequate first aid and welfare facilities.
- Safe systems of work, which will afford protection to visitors and contractors from the risks, which may arise as a result of the activities, performed within the business.

The arrangements in place to implement this policy form part of the businesses day-to-day operational procedures and as such are reviewed on a continuous basis. Where opportunities for improvement in safety standards or safety problems are identified they will be tackled promptly, and with sufficient resources, to ensure that they are dealt with adequately.

The Company considers that the prevention of ill health, accidents and damage to property are an essential part of its operations. Employees and workers will be informed of their duties, which include the responsibility for ensuring their own personal safety and the safety of others that may be affected by their undertakings.

The Company will undertake as a minimum, an annual review of this policy and any supporting procedures.