

# Quality, Health & Safety and Environmental Policy

Permadoor is a business within the Epwin Group PLC, a vertically integrated manufacturer of extrusions, mouldings and fabricated low maintenance building products, supplying the RMI, new build property and social housing sectors. Permadoor manufactures made-to-measure composite doors for these markets from its manufacturing plant in Upton-upon-Severn under the Permadoor and Safedoor brands.

## **Our goals are to develop, deploy and measure systems and processes that:**

- Ensure the Health and Safety of our employees, contractors and visitors at our locations.
- Exceed the expectations of our customers with regard to products and services.
- Minimise our impact on our neighbours and the wider environment.
- Ensure we have a sustainably profitable business able to develop products, services and management systems to enable ongoing partnership with customers, suppliers, wider stakeholders and secure employment for our people.

## **To do this we commit to:**

- Complying with all relevant UK/European legislation.
- Ensuring our business continues to meet the most current requirements of [BS OHSAS 18001](#); [ISO 9001](#); [ISO 14001](#) and other sector specific quality certification/accreditation requirements via third party auditing.
- Understanding the needs of our customers and design, develop, manufacture and deliver products that meet these needs.
- Strive to meet the service promises we make to our customers.

## **We will manage our business such that:**

- We all treat everyone with honesty and respect at all times.
- We provide appropriate levels of training, development and communication to ensure all are aware of their responsibilities to manage and support health and safety, quality, environmental and business performance.
- We ensure that we put our customers “front and centre” when making decisions.

- We ensure we lead in such a way that our people are fully involved in the running and development of our business.
- We use processes and systems to ensure consistency of approach.
- We understand how our business and our people are performing by auditing and collecting and analysing data such that risks, impacts and achievement are understood, targets set and performance measured and regularly reviewed.
- We all strive to continuously improve every aspect of our business every day.