

1.3. Quality & Environmental Policy

It is the policy of Buro Four to maintain a quality system designed to meet the requirements of ISO 9001:2015 & ISO 14001:2015 in pursuit of its primary objectives, the purpose and the context of the organisation.

It is the policy of Buro Four to:

- provide an exemplary service to our clients and a professional experience to stakeholders and interested parties (internal and external) whenever possible, meeting and exceeding their expectations.
- meet all compliance obligations, codes of practice and all other requirements applicable to our services including the nature, scale and environmental impacts of our activities.
- reduce hazards, prevent injury and/or ill health, protect the environment, including: prevention of pollution, sustainable resource use, climate change mitigation and adaptation, the protection of biodiversity and ecosystems and any other specific commitments which are relevant to the context of the organisation.
- provide all the necessary equipment, trained and competent staff and any other requirements to enable these objectives to be met.
- ensure that all employees are made aware of their individual obligations in respect of this quality & environmental policy.
- maintain a management system that will achieve these objectives and seek continual improvement in the effectiveness and performance of our management system based on "risk".
- this quality & environmental policy provides a framework for setting, monitoring, reviewing and achieving our objectives, programmes and targets.

Client satisfaction is an essential part of the quality & environmental process and to ensure this is fulfilled, employees receive guidance to ensure awareness and understanding of quality and environment and their impact on client satisfaction and the services we provide.

To make sure the company maintains its awareness for continuous improvement, the quality and environmental system is regularly reviewed at Director level to ensure it remains appropriate and suitable to our business. The Quality and Environmental System is subject to both internal and external annual audits.

Ian Higgs

SIGNED:



POSITION: Director

Date: 4 January 2022