

These policies are available for perusal by any interested party. They remain, however, uncontrolled documents unless they are signed and dated by the responsible senior person at Central Industrial Services Limited. Policies are reviewed annually or if changes to legislation occur



# Company Policies & Statements 2020



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## CENTRAL INDUSTRIAL SERVICES LIMITED

### COMPANY MISSION 2020

It is the aim of Central Industrial Services Limited to provide a **continually improved**, professional waste handling and high-pressure water jetting service, to the **satisfaction** of all our customers, offering, safe, professional and cost effective services at all times.

A contented, empowered, experienced, well motivated and trained workforce, capable of making effective use of assets, equipment, materials, human resources, finance, and working capital, is the key to maintaining and improving the standard of service required.

Our key values are, excellence in safety, health and environmental performance and all our activities are carried out with paramount regard to current and future legislation, to the highest possible standard, and in a responsible manner, such that pollution of the environment is prevented and people are kept safe and healthy at all times.

With our focus on customer satisfaction, we have developed a Quality Assurance System which is certified to ISO9001: now in operation at our sites and depots, which provides a control mechanism, into which have been integrated, human resource development, health, welfare, safety and environmental concern. Our policies regarding these issues are recorded herein - in the quality-controlled document, "Company Policy & Statements 2020".

In terms of growth we are seeking to expand our services into a wider geographical area thus creating more job opportunities for, and enhancing the skills of local people. Moreover we are encouraging innovation and reward for achievement concurrently with our endeavours to continually improve the standard of quality service in the existing customer base.

The company in Stirling is keen to encourage incoming business opportunities in their neighbourhood, and promote integration of activities in the wider business community, for the benefit of British Industry as a whole. Central Industrial Services Limited is an equal opportunities organisations. No person shall be discriminated against by virtue of their sex, sexual orientation, race, ethnic origin, disability, marital status, religious belief or other justifiable factor within the constraints of available resources and current legislation.

Signed:

(DH CARTWRIGHT - CHAIRMAN)

Date: 11.01.20



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## QUALITY POLICY 2020

To ensure that all customers of Central Industrial Services Limited receive an enhanced, quality service, the Quality Standard ISO 9001 shall be interpreted within all company operations

The objective of the Quality Assurance Management System is to provide effective assurance in all aspects of customer orders, regarding quality, price and service. This shall be evident from sales to receipt of the order, throughout fleet maintenance, stock control, records, through to the cleaning and waste disposal activities carried out on sites.

At present the Quality Management System incorporates effective practices in Safety, Health, Environment, Welfare and Human Resource Development. However, this management system and its practices are reviewed annually with a view to providing a continually improving service through identifying improvement objectives at the management review meetings, implementing these objectives and auditing these objectives annually.

The outcome of this integration of management systems will enable the company to control the procedures that determine the quality of service we provide, in such a way that we may be outstanding among our competitors by "getting it right first time" with less wastage of time or resources.

The company quality manual shall outline our quality philosophies, ideas and plans. Thereafter, processes and procedures shall outline the flow of how our work is carried out in a verifiably, controlled manner.


Safe operating procedures and work instructions will provide the operatives with an additional performance guide to the company's required standard. All documents will be named and referenced for ease of location and retrieval and be retained for a minimum of three years.

The system will be maintained through documented non-conformance or customer service reporting, taking the necessary corrective and preventative actions, planned audits and quality management review meetings. Change Request shall enable all employees to participate in the continual improvement of the company external and in house activities. Moreover the documented communications procedure will ensure that the system will be effectively implemented, as the company strives to exhibit professionalism at all levels within the organisation.

Internal audits will be carried out by a competent independent person authorised by the company.

The British Standards Institute Quality Assurance shall continue to assess the companies' activities twice per annum.

Intrinsically in the quality system, the company's activities shall be carried out with paramount regard to health and safety, current and future legislation, to the highest possible standard, and in an environmentally responsible manner, such that pollution of the environment is prevented.

Signed:   
(DH CARTWRIGHT - CHAIRMAN)

Date: 11.01.20

