



# **CROWTHORNE PROPERTY MAINTENANCE LTD**

## **t/a CPM**

### **INTERGRATED MANAGEMENT SYSTEMS POLICY**

CPM' (the 'Organisation') aims to ensure that its products and services meet the needs of its customers at all times in accordance with contractual requirements, its policies and procedures.

The Organisation's management operates a Integrated Management System that has gained ISO 9001:2008, ISO 14001:2004 and OHSAS 18001:2007 certification, including aspects specific to the provision of property maintenance and refurbishment services and is committed to:

1. Developing and continually improving the effectiveness of the Integrated Management System
2. Ensure that Management Reviews not only set, but review objectives, and report on the Internal Audit results as a means of monitoring and measuring the processes and the effectiveness of the Integrated Management System
3. The enhancement of customer satisfaction along with environmental and health & safety awareness
4. Ensuring that customer needs and expectations are determined and fulfilled with the aim of achieving customer satisfaction
5. Communicating throughout the Organisation the importance of meeting customer needs and all relevant statutory and regulatory requirements.
6. Ensure the availability of resources
7. Establishing the Integrated Management Systems Policy and its objectives
8. Appointing a member of management to oversee the performance and implementation of the Integrated Management System

The Organisation complies with all relevant statutory and regulatory requirements, and constantly monitors its performance against Quality, Environmental and Health & Safety objectives and implements improvements when appropriate,

This Integrated Management Systems Policy is regularly reviewed in order to ensure its continuing suitability. Copies are made available to all members of staff along with copies of the minutes of Management Reviews, or extracts thereof, in accordance with their role and responsibilities as a means of communicating the effectiveness of the Integrated Management System.

All personnel understand the requirements of this Integrated Management Systems Policy and abide with the requirements of the Integrated Management System as defined in this Integrated Management Systems Procedures Manual.

Signed: Lee Waters Name: Lee Waters Date: 1<sup>st</sup> May 2023