

National Business Policy Statement

It is the policy of Stan Robinson to ensure that every contract and individual job is executed from original negotiation to completion in a manner that sets and maintains a level of service consistent with the expectations of each customer. Our aim is to offer a safe quality service to our partners and customers whilst achieving our business goals, protecting the environment and using energy efficiently.

We intend to achieve our goals by operating our business in accordance BS EN ISO 9001: 2015 and BS EN ISO 50001: 2018 requirements and other identified legal, regulatory requirements and other Stakeholder requirements.

Our commitment to our Customers and all other Stakeholders is based on the following principles:

- We operate in a risk-adverse manner, identifying and managing risks and opportunities to the business through established management techniques and minimise any adverse effects on the environment and public health.
- We are dedicated to continual improvement with regards to improving service quality and energy performance in relation to energy efficiency, energy use and energy consumption. We support design activities that consider energy performance improvement through monitoring and analysis. We support the procurement of energy efficient products and service that impact on our energy performance.
- We ensure the availability of information, resources and framework necessary to determine and achieve quality and energy objectives and targets
- We familiarise our employees regarding our National Business Policy Statement and the aims of our integrated business management system. We provide the training and information for employees to undertake their responsibilities in a conscientious, safe and effective manner.
- Commitment towards improving quality performance, reducing energy consumption and increasing energy performance is everyone's responsibility at all levels of the company.
- We ensure the requirements of the integrated business management system are implemented, communicated within the company and maintained.

This business policy, the integrated business management system, objectives and targets will be reviewed and continually improved through internal auditing and management reviews. These reviews will assess the effectiveness of the management systems and support the overall objectives of the business through set action plans and performance measurements.

The Board of Directors is fully committed to the implementation of the Policy, which I take overall responsibility for.

Mark Robinson

A handwritten signature in black ink that reads "Mr. Robinson".

Managing Director

17/07/2019