



Integrated Management Systems Policy

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Approval Date	July 2026
Next Review Date	March 2029
Version Number	2
Owner	Quality Coordinator

Purpose

HETA maintains a Business Management System designed to meet the needs and requirements of the organisation, supporting the achievement of its strategic objectives while reflecting the purpose, context, and activities of the organisation.

Through the implementation and continual improvement of this system, HETA intends to:

- Give satisfaction to all customers and other stakeholders and interested parties whenever possible, meeting and exceeding their expectations.
- Fulfil all compliance obligations, codes of practice and all other requirements applicable to activities including the nature, scale and environmental impacts of its activities, products and services.
- Ensure the reduction of hazards, prevention of injury, ill health, protection of 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 resources of equipment, trained and competent staff and any other requirements to enable these objectives to be met.
- Prevent accidents and cases of work-related ill health, ensure the safe handling, use and control of hazardous substances; maintain safe and healthy working conditions.
- Ensure that all employees are made aware of their individual obligations in respect of the quality, health, safety and 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".

The quality and HSE policy provides a framework for setting, monitoring, reviewing and achieving our objectives, programmes and targets.

Customer service is an essential part of the quality and HSE process and to ensure this is fulfilled, all employees receive training to ensure awareness and understanding of quality and environment issues and its impact on customer service and of the products or service in which we provide.

To ensure the company maintains its awareness for continuous improvement, the quality and HSE system is regularly reviewed by the leadership team to ensure it remains appropriate and suitable to our business. The quality and safety, health and environmental system is subject to both internal, and external annual audits.

Last Review Date	Reviewed By	Version Change	Changes
July 2027	Quality Coordinator	Yes	Removal of reference to ISO