

Quality, Environmental, Health & Safety Policy

Detect & Protect Limited are committed towards a Quality, Environmental and Health & Safety Policy that ensures to consistently meet client's quality, safety, environmental and reliability needs and expectations. We aim to achieve these in a safe, responsible, ethical, sustainable, and environmentally sound way, in accordance with our policies, procedures and Detect & Protect's strategic direction. We will actively promote and administer a strong Quality, Health, Safety, Environmental and Ethical culture amongst our staff and our sub-contractors.

To assure these objectives are realised, we have established a Management System incorporating the requirements of ISO9001:2015, ISO14001:2015 and ISO45001:2018. Detect & Protect will assure the health, safety, and welfare of employees whilst at work in accordance with the Health & Safety at Work act 1974.

The Management Team are committed to the leadership, implementation, development and continuous improvement of the Management System, policies, work practices, procedures and competencies to meet the developing needs of our clients, regulatory, statutory and other requirements, including enhancing customer satisfaction, reducing waste and use of natural resources, reducing incidents and accidents, and promoting good welfare.

The Management Team will adopt a risk-based strategy to identify, assess and raise awareness of business, environmental and health & safety risks and opportunities; implementing processes and procedures to prevent and mitigate negative risks whilst pursuing positive risk opportunities.

The communication of the Management Teams commitment to the management system is via this policy statement, publication of Company Policy, procedures, work instructions, and day to day communications. All employees are encouraged to participate in the development of the management systems, environmental processes and safe systems of work including any relevant improvement projects.

Company policies, objectives and targets are established and reviewed during 'Management Review', upon establishment of the significant environmental impacts, health and safety and environmental initiatives. Objectives and obligations can also be established via legislation changes, periodically by Management directives and meetings, and for specific project works.

Information, training, equipment and supervision will be provided to employees according to task and business needs, to perform their duties competently and safely. All personnel shall work with consideration for their own safety and the environment, and others who may be affected by their acts or omissions. All personnel shall work in agreed ways to prevent pollution and reduce environmental impacts.

It is the responsibility of management and employees to understand and apply this policy, associated procedures, practices and project/product specific documentation in all aspects of their responsibility areas and continue to maintain our high standards and reputation. This policy and associated procedures are monitored by internal and external audit and inspection.

A copy of this Policy is displayed in reception and is available to other interested parties and is communicated to employees and persons working on our behalf.

As a Director, I have responsibility for this policy and have allocated all necessary resources for its implementation and ongoing compliance.



Quality, Environmental, Health & Safety Policy Objectives

Aspect	Objectives	Metrics	Targets
Business growth	Achieving customer and client satisfaction by meeting and surpassing requirements.	<ul style="list-style-type: none"> Reduction in complaints Increase in commendations Increases customer feedback Repeat business Increased referrals 	<ul style="list-style-type: none"> Minimise Complaints Address negative and positive customer feedback Maintain effective customer communication
Team development	Identify and provide all team training requirements to meet customer needs, support personal development and ensure competency of team member in relation to role.	<ul style="list-style-type: none"> Competent and qualified workforce Non-conformities against training matrix Fully inducted work force Appropriate training records for all team members 	<ul style="list-style-type: none"> Team competent on critical product, service or individual requirements Maintained Skills Matrix Maintained Training Records
Waste management issues, disposal, release to land, discharge, use of substances hazardous to health	As a minimum ensure compliance with applicable legal requirements and to requirements that subscribe to our environmental responsibilities.	<ul style="list-style-type: none"> Zero non-compliance with legal requirements Level of compliance with official guidance Licensing authority feedback Documented environmental risks 	<ul style="list-style-type: none"> Maintain legal compliance Zero environmental incidents Maintain operations in line with official guidance Identify any significant environmental risks and control them with best practice
Use of raw materials and natural resources Office consumables	Target to reduce per capita paper consumption and use recycled or FSC/PEFC paper where practicable.	<ul style="list-style-type: none"> Reduction in paper purchased through procurement Increase of paper procured that is recycled 90% Paper recycled Team training Implementation of new technologies 	<ul style="list-style-type: none"> Year on year reduction in per capita paper consumption Specify recycled /certified paper when procuring Recycling of paper within the office
Health and safety within the workplace	Reduce incidents, near-misses and accidents.	<ul style="list-style-type: none"> Incident and Accident Reports Near Miss reports Team Training 	<ul style="list-style-type: none"> Zero Accidents Zero Incidents
Management system awareness	Promote management system awareness to all workers under our control.	<ul style="list-style-type: none"> Publication of relevant information Toolbox Talks Noticeboard updates 	<ul style="list-style-type: none"> Informed workers