

## COMPANY POLICY QUALITY & ENVIRONMENTAL

**Swift Business Solutions** are committed to providing customer satisfaction by offering a cost effective solution for the provision of business supplies.

We aim to meet all customer expectations for product quality, cost, delivery, service and support.

Our ethos is “National Service Local Strength”.

We are concerned for the environment and work to ensure that the impacts from our own operations, and from the use of our products, are minimised. We work closely with suppliers to ensure that wherever possible products are sourced from ethical and sustainable sources.

We work closely with all stakeholders and external agencies to ensure that we comply with all appropriate legislation.

We are constantly seeking ways to reduce pollution, avoid the creation of waste and mitigate the risk of negative effects on the environment.

We support the personal development of our employees to ensure that we reflect best practice.

We operate systems that meet the requirements of ISO9001 and ISO14001, retaining external approvals to these standards.

All staff are aware of the processes operated within the company, and are aware of their responsibilities to follow defined procedures and to report any deviation or anomalies.

Staff are encouraged to provide input to the development and improvement of systems.

The Management of the company establish business objectives which support the implementation of this policy. These objectives are regularly reviewed and revised as necessary with the aim of continual improvement.



N. Brittle

Managing Director