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### **1. Environmental Policy**

East Suffolk Services Ltd (ESSL) is an organisation committed to ensuring that, in the course of its provision of services for its clients, partners and customers, it will:

- Continuously review and ensure compliance with all relevant legislation, associated approved codes of practice and other applicable requirements that relate to environmental aspects of the Company's activities.
- Commit to protecting the environment including preventing pollution.
- Raise awareness of and ensure implementation of good environmental practices.
- Safeguard the quality of the environment - both local and global - and minimise the environmental impact of service delivery.
- Provide sufficient resources to achieve continual improvement through the development of environmental performance evaluation procedures and monitoring indicators.
- Ensure all staff are aware and commit to, reducing their impact and the company's impact on and within the environment.

To help achieve this, ESSL will establish and deliver an environmental management system that meets the requirements of ISO 14001 and set objectives and targets on an annual basis to monitor and reduce the operational impact on the environment.

## **2. Quality Policy**

ESSL are committed to delivering high-quality services to our customers. ESSL will do this by employing efficient and effective robust systems and processes, which will allow ESSL to deliver the services focusing on customer needs, whilst also providing opportunities to learn/improve, and meet all statutory and regulatory requirements.

ESSL will ensure all services are resourced sufficiently, and are responsive, easy to use and deliver high standards for the customers.

To support this Policy ESSL will maintain continued certification to ISO 9001:2015.

The Senior Leadership Team at ESSL will ensure that this policy is appropriate to the organisation and will work towards continuous improvement by implementing and monitoring objectives and key performance indicators as set out in the service specifications agreed between East Suffolk Council and ESSL.

The Policy will be periodically reviewed for continuing suitability during the Management Review.

It is a requirement of all staff to adhere to the spirit and letter of the quality manual, procedures and work instructions which comprise the standard at ESSL.



Pete Coley - Director of Development and Change