

# Combined Policy Statement

*Unclassified*



## **Mission Statement**

It is the policy of SBL to surpass customer expectations by providing the most advanced IT solutions through the employment of “Best of Breed” products in a timely and effective manner.

## **Objectives**

The Board of directors has defined the objectives of SBLas:-

1. To ensure that customer requirements are identified and are met with the aim of enhancing customer satisfaction.
2. Surpass customer expectations, through the provision of products and services in keeping with current statutory, regulatory, agreed contractual requirements and adopted standards
3. Ensure that management and staff are aware of, and accept, their individual and collective responsibility for welfare, legal, health, safety, environmental & security requirements of their employees and visitors.
4. Provide their employees with adequate resources and train them to a level of competence to enable them to complete their duties efficiently, in a healthy, safe, secure and environmentally friendly workplace whilst encouraging employee development through SBL Investors in People programme.
5. Promote employment practices that avoid unfair discrimination and bullying including, but not limited to, gender, age, race, religion, disability and background.
6. Ensure all injuries receive prompt, appropriate treatment, are recorded and to ensure adequacy and cleanliness of washing and sanitary facilities
7. Maintain contact with designated medical, legal advisors and outside advisory services, e.g. Health, Fire Authorities and take adequate steps for fire prevention
8. Identify those areas of its operations which may have an adverse impact on employees, visitors and suppliers/subcontractors working on the company's premises. To identify all possible threats to the company - from internal as well as external sources and to take suitable effective action.
9. Ensure that all employees, customers, visitors, suppliers and subcontractors working for SBL are aware of the requirements of this policy and ensure their co-operation in carrying out this policy in a vigorous manner.
10. Ensure all employees duties are defined, they have suitable and sufficient resources to enable them to achieve their objectives and are competent to carry out their duties efficiently.
11. Ensure all processes address the requirements of the business, legislation and our adopted standards.
12. Maintain their certification of their adopted standards and continually improve their business

## **Responsibility & Resources**

All employees are made aware of their responsibilities on induction and following any change in their duties. Management provide suitable and sufficient resources to ensure all aspects of the business are defined and executed to the customer's satisfaction.

The C.E.O. has delegated his day to day responsibilities for the maintenance of the management system to The IMS manager.

The activities of the Business are monitored through departmental reviews, independent audits and inspections.

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## **Health & Safety**

SBL retains ultimate responsibility for the Health, Safety and Welfare of our employees and those who may be affected by our activities. We recognise and comply with our obligations under the Health & Safety at Work Act 1974, including all relevant regulations and approved codes of practice additional to the Act. Please refer to [22A000 – Health & Safety Policy](#) for further details.

## **Stress**

SBL recognises that workplace stress is a Health and Safety issue and acknowledges the importance of identifying and reducing workplace stress. Please refer to [22A000 – Health & Safety Policy](#) for further details.

## **Environmental**

For the benefit of their employees, customers and local community SBL is committed to the implementation and continual improvement of environmentally responsible practices throughout their operations. Please refer to [40A000 - Environmental Policy](#) for further details.

## **Data Protection**

SBL respects the privacy of our customers, suppliers and employees. Our aim is to act consistently in accordance with the Data Protection Act 1998. Information held and used by SBL is for administrative purposes, to keep users informed of activities, and to provide goods and services to you and your organisation. Our registration number is Z8305525

## **Integrated Management System**

SBL maintains a system of practices which apply to the whole of SBL and have been certified and are regularly assessed to ISO9001 (Quality), OHSAS:18001 (Health & Safety), ISO 27001 (Security Information) and ISO 14001 (Environmental Management) as a fully integrated Management System.

This policy and the associated management system is reviewed by top management at least once every twelve months to ensure it's continued suitability for the needs of the business and where applicable directs how compliance will be maintained.

## **Continual Improvement**

The Management of SBL is responsible for the ongoing maintenance, monitoring and continual improvement of our objectives. Their effectiveness is monitored against target and by means of periodic audits and systematic reviews. Where necessary, corrective action is agreed and implemented so as to prevent recurrence, which can include training or other suitably agreed actions. All such actions are reviewed to determine their effectiveness and additional action taken where appropriate.

## **Compliance and Grievance**

These practices form part of the Management System and are mandatory for all employees. Further details on the Management System are described in the Combined Policy Manual 02A000. Should any employee have a grievance or require guidance on unsafe practice they should contact their Line Manager or HR co-ordinator.

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## **Availability of this Policy**

This policy is available to all employees, customers, suppliers and the general public. A copy can be obtained on request by contacting any SBL employee. It is subject to formal review at least once every 12 months, by the directors of the company, to ensure it remains suitable for SBL's business.

Authorised for use by Dennis Hoban, Chief Executive Officer – 26/10/2012