



2.0 Quality, Environmental and Health and Safety Policies

2.1 Quality policy and vision statement

2.1.1 Our aim is to achieve, sustain and continuously improve a high standard of professional service to our clients by the application of this management system, to meet their needs and expectations of our interested parties in a cost-effective way.

2.1.2 First Intervention Training Ltd are committed to providing a quality service to meet our clients' requirements and all legal and other requirements by continuous improvement, dedication, resource reviews, quality objectives and customer satisfaction and in addition: -

- Provide value added products that meet agreed requirements
- Accept contracts only if we believe we can meet our clients' requirements and where those requirements are compatible with our expertise and business activities.

2.1.3 We are committed to continued controlled growth through objectives below: -

- Measuring and monitoring customer satisfaction (customer satisfaction target set at 95%)
- Identifying needs and expectations and continuously satisfying them, on time every time
- Enhancing and developing our expertise and competency to ensure we maintain a leadership position in our industry sector
- Reviewing, developing, and implementing controlled processes, operational procedures and objectives shown below to enhance our services
- Maintaining and improving our IT capabilities in order to offer a full range of computer based design services to our clients

2.1.4 **Our Scope** Training, Supply of manpower, equipment and services to Fire, Security, First Aid & the Health and Safety Industry.

Signed

Mr Luke Hayes.

Director
For & on behalf of
First Intervention Training
Ltd

Date: 5th January 2023.



2.2 Environmental policy

- 2.2.1 The Company supply & install cladding, curtain walls, precast stone, single and double glazing, replacement of window systems, doors, locks, metal facades, louver systems, maintenance of facades and cleaning services for the industrial, commercial & private business sectors. The company do not carry out Design.
- 2.2.2 First Intervention Training Ltd are dedicated to continual improvement by producing a quality product and services which continue to satisfy the legal and regulatory needs and requirements of our customers and interested parties, and to the protection and care of the environment in so far as we can responsibly expect to exact an influence. To this end the Environmental Policy is reviewed at the management review to ensure its continuing suitability and effectiveness and to ensure it remains appropriate to the purpose, scale, nature and impact of the Directors activities including prevention of pollution, protection of fauna and products and services.
- 2.2.3 We are totally committed to meeting requirements and to ensuring all legal, regulatory legislation and continual improvement at all levels and within all function of the Director and this commitment is consistently achieved through the implementation and maintenance of our Environmental Management System which satisfies all the requirements of ISO 14001:2015 and any relevant environmental legal, regulatory, corporate, customer or other obligations to which the company subscribe. This evidence by documented procedures, objectives and results is maintained by a system of internal audits, an annual management review and independent audits by recognised bodies which may include our customers themselves.
- 2.2.4 Environmental objectives and targets will normally be set as a result of the management review or actions arising from this policy and will be communicated to the individuals concerned in accordance with the documented procedure in the Environmental Manual. The company's environmental objectives will be communicated through the organisation structure. Specific environmental objectives can also be assigned through results of site reviews, internal audits, changes in applicable legislation or customer/interested party requirements, or as part of the ongoing continual improvement programme. All environmental objectives and targets are documented and reviewed.
- 2.2.5 Current overall Environmental objectives and targets include measuring and monitoring of electrical energy and a reduction programme for recycling cartridges to reduce waste to landfill. Monitoring of emissions, (if necessary) aspects, impacts, discharges, recycling and environmental awareness campaigns.



- 2.2.6 Our procedures ensure compliance with all the requirements of ISO 14001:2015 to which the Directors subscribe. It is a mandatory condition of employment that all employees follow the appropriate procedures at all times. Any neglect of this condition will be treated with the utmost seriousness and can lead to disciplinary measures.
- 2.2.7 The development, training and awareness of our personnel are a major factor in the understanding, implementation and maintenance of the system.
- 2.2.8 Ultimate responsibility for the Environmental Management System is that of the Directors but care of the environment is the responsibility of everyone in the organisation. In recognising the importance of the environmental management system, the Director Luke Hayes has appointed himself as management representative.
- 2.2.9 It is the responsibility of the Directors to provide adequate and appropriate resources to implement this policy.
- 2.2.10 This policy has been defined by the Directors and has been communicated, understood and implemented throughout the organisation in accordance with the documented procedure in the Environmental Management System Manual. Both the policy and a listing of our current environmental significant effects, and their status, are available to interested parties and the public on request.

Signed

Mr Luke Hayes.

Director
For & on behalf of
First Intervention Training Ltd

Date: 19th December 2023.

Consultants

limited

Management, Training &
Quality systems Consultants.



2.3 Health and Safety policy statement

- 2.3.1 It is the Company's policy that all reasonably practicable steps will be taken to ensure the health and safety of all persons and to prevent damage to the property of the unit and others by providing and maintaining safe and healthy working conditions through a commitment to continual improvement.
- 2.3.2 The Directors of First Intervention Training Ltd acknowledges the fact that safety of others and operational efficiency is complimentary and that the use of safe working practices and accident prevention techniques are a most important responsibility of all employees.
- 2.3.3 It is recognised that the operations of the company contain health & safety hazards.
- 2.3.4 A programme of hazard identification, risk assessment and risk control measures exists within the Director' organisational health and safety (OH&S) management system.
- 2.3.5 The aim of the Directors of First Intervention Training Ltd is that the OH&S Management System is one of continual improvement and the reduction of risk of harm, injury or damage to person or property.
- 2.3.6 All working systems should be examined from time to time to ensure that they are maintained as safe systems of work and this policy shall be subject to regular review.
- 2.3.7 The requirements of the Health and Safety at Work Act 1974, the Factories Act 1961, and Construction (Health, Safety and Welfare) Regulations 1996 amended in 2015 and all legislation relevant thereto shall be regarded as the minimum standard required. This in itself is not enough therefore; all employees are to contribute towards making work areas as safe as possible and maintaining safe and easy access to and from working areas.
- 2.3.8 Projects shall be (where necessary) designed with due regard to safety during manufacture and construction and to the safety of others end users. The requirements of the Construction (Design and Management) Regulations 2015 shall be complied with at all times.
- 2.3.9 The OH&S Management System is fully documented and is subject to amendment and revision where and when so identified.
- 2.3.10 An objective of the OH&S Management System is the effective communication of this policy and control measures etc. throughout the departments to all employees and others upon request.
- 2.3.11 It is the duty of all employees to comply with this policy, of the Occupational Health and Safety Manual, safety instructions, COSHH assessments and other Safety Rules and Regulations that apply at the work location and to take reasonable care of themselves, others and of such safety and other equipment as may be supplied to them.



- 2.3.12 Whenever any employee encounters a health or safety problem that they are unable to correct they must immediately inform any member of the company management.
- 2.3.13 All employees whose responsibilities require them to authorise work to be carried out shall ensure that there are adequate health and safety facilities available.
- 2.3.14 Training in matters affecting health and safety at work shall be given to all appropriate employees as required.
- 2.3.15 Responsibility for this policy being implemented is that of the Directors and also includes all staff within the company.

Signed

Mr Luke Hayes.

Director
For & on behalf of
First Intervention Training
Ltd
Date: 5th January 2023.

