

5.3.1 Environmental Policy Statement

Version: 1

Change History

Date	Version	Created by	Description of change
10.04.2025	1	Ross Kemp	Version 1

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The aim of this Quality Policy Statement is to provide a framework to achieve the business objectives and agreed customer requirements of the Quality Management System (QMS). PRS Office Furniture Ltd will;

- Continually enhance customer satisfaction;
- Have efficient and effective business processes;
- Listen to and respond to all interested parties' requests, needs and expectations;
- Effectively manage customer's expectations by delivering services in accordance with agreed specifications;
- Ensure customer and applicable statutory and regulatory requirements are consistently met;
- Monitor and resolve issues and take corrective action on a timely basis;
- Continually review and improve quality practices.

This policy applies to all employees, contractors, and stakeholders involved in the delivery of services and products.

PRS Office Furniture have established quality objectives to enhance customer satisfaction, these objectives are to:

- Develop, monitor, comply with and continually improve the quality management system and customer service.
- Comply with all relevant statutory and regulatory standards and requirements
- Ensure the required resources to implement this quality policy are available.
- Assign roles and responsibilities and ensure they are understood within the organisation.
- Report any issues regarding the QMS and ensure any concerns are reviewed and addressed.
- Build and continuously improve competitive advantage by developing relationships with suppliers, subcontractors and customers and working with all partners to develop and fulfil the needs of the market.
- Encourage team working and build a team-based culture, which maximises the contribution of each individual and empowers the team to meet business needs.
- Determine the necessary competence of person(s) doing work under its control that affects the performance and effectiveness of the quality management system and ensure that these persons are competent based on appropriate education, training, or experience;

PRS Office Furniture commit to the implementation and continual improvement of the QMS through the following:

- Providing resources to achieve the objectives set out in this Policy and effective implementation of the QMS
- Implementing policies and procedures to deliver the Quality Management system purposes and objectives.
- Providing ongoing training to staff to raise awareness about quality management and delivery and best practices.
- Effectively integrating the Quality Management system requirements into PRS Office Furniture's processes.
- Regularly reviewing the Quality objectives, ensuring they are in line with PRS Office Furniture business strategy and business plans and set new objectives as and when required.
- Reviewing the Quality performance to ensure the system achieved its intended outcomes and taking remedial action where required.
- Effectively communicating the importance of the QMS and conforming to the requirements and ensuring that all employees, contractors, consultants and agents are aware of and have agreed to compliance with this Policy.
- Directing and supporting interested parties to contribute to the effectiveness of the Quality Management system and promoting continual improvement.
- Regularly reviewing feedback from customers and stakeholders.
- Conducting internal and external audits.
- Implementing corrective and preventive actions based on audit findings and

feedback.

- Encouraging innovation and adoption of industry best practices across the organisation.

Employee Responsibilities

- Adhere to the quality procedures and policies set in the QMS.
- Report any quality issues or non-conformities to the General Manager.
- Participate in training and continuous improvement initiatives.
- Strive to meet or exceed the quality standards in their work.