

Integrated Policy

Lakesmere defines quality as 'The control and continual improvement of all operational processes'. Quality assurance is an integral part of its business goals and hereby makes an essential contribution to the continuity of the company. The Management is responsible for safeguarding the management control system.

Environmental awareness forms an integral part of Lakesmere Limited business philosophy. We are committed to protecting the environment and accept the company has a responsibility not to compromise the ability of future generations to sustain their needs. Environmental protection will have equal status to considerations for Health, Safety and production Quality and the company shall, through the setting of targets and objectives, implement the principle of continuous improvement.

The objective of the company is to achieve long-term profitability by the design, supply and installation of the building envelope that conforms to agreed customer requirements.

The primary objectives of the Integrated Management System are:

- To achieve and maintain a level of quality which enhances the Company's reputation within the construction industry;
- To ensure compliance with relevant statutory health, safety and environmental requirements in services provided by Lakesmere;
- To plan and manage continual improvement of the business, through the objectives, audits, analysis of data and supplier and customer feedback;
- Comply with all regulatory and statutory requirements;
- Operate the business in an environmentally friendly way;
- Comply with Health and Safety requirements; and
- Involve all of our staff in the achievements of these objectives.

Top Management will hold regular meetings to review the Integrated Management system, the Integrated Policy, objectives and the key performance indicators used within Lakesmere.

Achievement of this policy involves all staff, who are individually responsible for the quality of their work, resulting in a continually improving working environment for all.

The future success of Lakesmere is dependent on its ability to provide superior services to its customers in terms of quality, environment, health and safety. To this end the company has established an Integrated Management System meeting the requirements of:

- BS EN ISO 9001:2008 Quality Management Standard; and
- BS ISO 14001:2004 Environmental Management System.

And complies with:

- OHSAS 18001 Health & Safety Management System

This policy is available within the company and all new personnel are made aware of this policy during induction training.



Signed on Behalf of the Board of Directors (QD3 Integrated Policy is a signed copy of this)
January 2015