

<h1 style="margin: 0;">HETA POLICY</h1> <p style="margin: 0; color: red;">HETA'S ROAD MAP FOR DAY-TO-DAY OPERATIONS</p>		Document No:	POL01
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Title:	INTEGRATED MANAGEMENT POLICY		Page 1 of 1
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Purpose/Impact: To confirm HETA’s compliance with ISO Management Standards

It is the policy of HETA to maintain a business management system designed to meet the requirements of ISO9001:2015, ISO14001:2015 and ISO45001:2018 in pursuit of its primary objectives, the purpose and context of the organisation.

It is the policy of HETA to:

- Give satisfaction to all customers and other stakeholders and interested parties whenever possible, meeting and exceeding their expectations.
- Fulfil all compliance obligations, codes of practice and all other requirements applicable to activities including the nature, scale and environmental impacts of its activities, products and services.
- Ensure the reduction of hazards, prevention of injury, ill health, protection of the environment, including prevention of pollution, sustainable resource use, climate change mitigation and adaptation, the protection of biodiversity and ecosystems and any other specific commitments which are relevant to the context of the organisation.
- Provide all the resources of equipment, trained and competent staff and any other requirements to enable these objectives to be met.
- Prevent accidents and cases of work-related ill health, ensure the safe handling, use and control of hazardous substances; maintain safe and healthy working conditions.
- Ensure that all employees are made aware of their individual obligations in respect of the quality, health, safety and environmental policy.
- Maintain a management system that will achieve these objectives and seek continual improvement in the effectiveness and performance of our management system based on “risk”.

The quality and SHE policy provides a framework for setting, monitoring, reviewing and achieving our objectives, programmes and targets.

Customer service is an essential part of the quality and HSE process and to ensure this is fulfilled, all employees receive training to ensure awareness and understanding of quality and environment issues and its impact on customer service and of the products or service in which we provide.

To ensure the company maintains its awareness for continuous improvement, the quality and HSE system is regularly reviewed by the leadership team to ensure it remains appropriate and suitable to our business. The quality and safety, health and environmental system is subject to both internal, and external annual audits.