

# Hawk Furniture LTD

Quality & Environmental Manual Version 1.2

Dated: 28.05.09

Page 6

## 8. Quality & Environmental Policy

**Hawk Furniture** is committed to the highest standards of supply and service. We listen to our customers, continually reviewing our realisation processes in line with customer and business needs, maximising the efficiency of our resource management system. The principal elements of our policy are: -

1. To develop & maintain a Quality & Environmental Management System (QMES) satisfying the requirements of **BS EN ISO 9001: 2008 & 14001:2004** and forming the framework for achieving quality and environmental objectives, continual improvement, complete client satisfaction and reduced environmental impact.
2. Provide focus on the requirements of our customers, establishing levels of communication appropriate to fully determining their needs & expectations.
3. To maintain an accurate knowledge of and comply with all relevant environmental legislation, requirements, best practice and guidelines.
4. To maintain an optimum understanding of environmental risk & impact associated with our activities & communicate these to our staff, & clients (as appropriate) through training and continually updated knowledge on environmental issues.
5. To minimise the impact of our activities upon the environment in the delivery of our products and services and where applicable, in the activity of others in deploying those products and services. In essence 'Pollution Prevention'.
6. To establish & maintain an infrastructure capable of supporting all company activities & realising all company objectives.
7. To identify scope for improvement in every aspect of the company's activities, devising & implementing effective solutions throughout.

### Approved by:

P Gibbon (Managing Director)

P Lincoln (Works Manager)

[Return to QEMS manual index](#)

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Page 1

## 1. Company Introduction

Hawk Furniture Ltd based at Holme upon Spalding Moor, East Riding of Yorkshire was established in 1987 and is owned by 3 partners, Glen Lincoln, Howard Medd and John Medd.

Hawk manufactures several ranges of office furniture in both 18mm and 25mm thick melamine faced chipboard. We currently sell our products through a network of office furniture dealers throughout the U.K. and Eire. We deliver our products using our own fleet of vehicles.

Hawk Care Ltd sells bedroom furniture and accessories into the Care Home industry and is committed to the highest level of customer service and product innovation.

Hawk Furniture and Care are forward thinking focused on customers and their requirements. Continuous business improvement is achieved at Hawk Furniture and Care is achieved through the application of both ISO 9001: 2008 and ISO 14001:2004.

[Return to QEMS manual index](#)