

## Quality & Environmental Policy Statement

Hawk Furniture manufactures contract office furniture for a diverse range of clients in both the public and private sectors. We are committed to continually improving our environmental impacts resulting from our manufacturing and distribution activities.

Hawk 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:

- 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.
- Provide focus on the requirements of our customers, establishing levels of communication appropriate to fully determining their needs & expectations.
- To maintain an accurate knowledge of and comply with all relevant environmental legislation, requirements, best practice, guidelines and other requirements.
- 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.
- 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'.
- Establish & maintain quality and environmental objectives through periodic management reviews.
- To identify scope for improvement in every aspect of the company's activities, devising & implementing effective solutions throughout.

This policy is available by public request.

Approved by

A Lind (Management Representative)  
P Lincoln (Works Manager)

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