



Within the scope of our Integrated Management System:

**‘Provision of vehicle repair and maintenance services and DAFaid for vehicle breakdowns in addition to selling plant and equipment.’**

we at TBF Thompson, recognise that providing our customers with a quality service while minimizing our impacts on the environment from our operations is critical to our business. With this in mind, we are committed to providing the necessary resources to ensure we continuously improve our business practices.

To achieve this, we have developed and will maintain an Integrated Management System that will meet the requirements of the current version of ISO9001 and ISO14001.

This Integrated Quality & Environmental Policy calls for continual improvement within our management activities and business will be conducted according to the following principles:

We will:

- Ensure Top Management are accountable for making best use of our management resources in all Quality & Environmental matters to continually improve our Integrated Management System and its effectiveness in delivering our overall strategic organisational objectives.
- Comply with all applicable environmental & safety laws, statutory regulations, and stakeholder requirements as required.
- Ensure the Integrated Management System is reviewed regularly by top management to ensure it is appropriate to the nature and scale of TBF Thompsons’ service provision and environmental impacts.
- Regularly set, review and communicate our ‘Quality & Environmental Objectives’ and performance against defined objectives throughout TBF Thompson and to interested parties where appropriate.
- Work closely with our stakeholders, customers, and suppliers to establish the highest quality & environmental standards.
- Adopt a forward-looking view on future business decisions which may have impacts on our ability to provide customers with a quality service and minimize environmental impact.
- Train our staff in the requirements of the Integrated Management System and their responsibility in maintaining and improving it.
- Ensure this policy is available to the interested parties and where appropriate, actively communicate it to all direct employees, indirect employees, and other interested parties, whilst regularly reviewing it to ensure it continues to meet TBF Thompsons’ requirements.



## Integrated Quality & Environmental Policy



- Enhance customer satisfaction by supply of high-quality products and services that meet or exceed customers' expectations.
- Strive to achieve market leadership and improve company performance to reduce business risk.
- Support and enhance our employees, provide equal opportunities for everyone, prevent injury and protect human health.
- Encourage all involved parties to support a better environment.
- Endeavour to continually improve our environmental performance by preventing pollution, minimise the use of natural resources and reduce the impact of our operations on the local environment.
- Protect the environment, reduce waste, prevent pollution and emissions.

Signed: -

A handwritten signature in black ink, appearing to read 'John Deighan'.

Date: - 01/05/24

John Deighan - Financial Director