

Quality/ Environmental Procedure/ Policy ISO 9001: 2015 Quality Policy	QEMP:	0.2
	Issue:	2.0
	Written By:	Tony Bailey
	Issue Date:	29/04/2024

1 Scope

- 1.1 Waterside Colours is a supplier of a range of synthetic dyestuffs and pigments primarily used for the paper and paperboard industries worldwide.
- 1.2 The ISO 9001:2015 quality management system encompasses the following key ideas:
- 1.3 **Formal Quality assurance system:** To ensure that consistently satisfactory product is provided to all customers with quality and health and safety of paramount importance at all stages, from goods receipt to order completion.
- 1.4 It is the policy of Waterside Colours that the quality assurance system shall comply with the requirements of BS EN ISO 9001:2015 in all respects.
- 1.5 The Quality Manual defines the control and system which shall be used for ensuring that the quality policy is fulfilled. It also defines the delegation of authority for all staff in the execution of this policy.
- 1.6 **Customer requirements:** To accurately determine customer requirements and to continuously identify and control these requirements and to continuously seek quality improvement opportunities by setting quality objectives whilst retaining value competitiveness against a growth background through modernisation and investment programs.
- 1.7 **Environmental Commitment:** Through the upkeep of its ISO 14001:2015 environmental management system, Waterside Colours is committed to ensuring the Quality Management System can implemented and maintained with minimal environmental impact.
- 1.8 **Promotion of sustainable Consumption:** minimising the environmental impact from products and services, educating customers on sustainable consumption choices, and supporting initiatives for responsible consumption and production.

2 Commitments

- 2.1 Waterside Colours makes the following commitments to ensure its compliance to the ISO 9001:2015 standard as well as fulfil its quality objectives.
- 2.2 **Customer Focus:**
- Respond promptly to all customer inquiries.
 - To monitor and maintain a record of customer satisfaction.
 - Ensure customers receive products when they are required.
- 2.3 **Continuous Improvement:**
- Waterside Colours will adhere to all relevant laws and regulations and continually improve our quality performance. The company is committed to engaging our employees, suppliers, and stakeholders in these efforts and communicating our progress openly.
 - Actively foster a culture of continuous improvement by making use of near miss reporting and as using complaints and incidents as a basis for positive change.
 - Signed up to initiatives such as the UN global compact and Ecovadis to drive forward Waterside Colours
 - Staff training to improve all aspects of the business.

2.4 Customer Health & Safety:

- a) Ensure our products and services are safe and environmentally responsible.
- b) Provide customers with the information on the safe use and disposal of products supplied by Waterside Colours.
- c) Respond promptly and effectively to customer health and safety concerns.

2.5 Promotion of sustainable Consumption:

- a) Develop and offer products and services with a lower environmental impact, where possible.
- b) Educate customers on sustainable consumption choices.
- c) Support initiatives that encourage responsible consumption and production.

2.6 Environmental Responsibility:

- a) Keep and maintain ISO 14001:2015 certification.
- b) A commitment to working in a sustainable nature to minimise Waterside Colours environmental impact.
- c) Work with key stakeholders to continually improve environmental performance.

3 Endorsement

3.1 This Environmental Policy reflects our commitment to environmental sustainability, and we will ensure its ongoing relevance through periodic review and revision. Environmental responsibility is integral to our business, and we expect all employees to embrace and support these principles in their daily activities.

Signed & Approved By:	<i>Brian Acklam</i>
Printed:	Brian Acklam
Role:	General Manager
Date:	30/04/2024

4 Document Control

Issue Number	Issue Date	Reason for change
1.0	02/01/2020	Start of document
2.0	30/04/2024	Reviewed and updated to reflect the closure of the Water Lane, Halifax site