

# QUALITY & ENVIRONMENT

## CFH Docmail Limited - Quality and Environmental Policy

CFH Docmail Limited (including Print For Business Limited) is committed to the development of its Quality and Environmental Management Systems in order to improve its processes, products and services, meet or exceed the requirements of our customers and reduce environmental impacts.

CFH Docmail Ltd Quality and Environmental Management System is based on the requirements of BS EN ISO 9001:2015 and BS EN ISO 14001:2015.

The requirements of both standards are applied to all CFH Docmail Limited activities, services, and products. CFH applies the principles of process management and a culture of continual improvement in order to:

- Prevent Pollution
- Identify and eliminate all forms of waste that do not bring value to the customer, environment, or the business.
- Continually add value to processes and aspects of the business.
- Provide high quality products and service to satisfy Customer requirements.
- Promote use of FSC and PEFC certified products, which are subject to Chain of Custody (CoC) controls.
- Meet relevant legal, industry and other sector specific requirements.
- Monitor, control and reduce our energy use

We care for the quality and environment through commitment to good business practice and careful use of resources.

Continual improvement will be achieved by implementing Quality and Environmental objectives and targets including.

- Reducing of rejected product.
- Improving of our customer success rate.

- Reducing of waste.
- Reducing our Environmental Impacts

Specific objectives and targets are established and reviewed as a result of management review. Directors, management and supervisory staff have responsibilities for the implementation of the policy and must ensure that quality and environmental issues are given adequate consideration in the planning and day to day supervision of all work. All employees and contractors are expected to co-operate and assist in the implementation of this policy, whilst ensuring that their own work, so far as reasonably practicable, is carried out without risk to themselves, others or the environment.

Whilst we are each responsible for the quality of our products and the environment, we will achieve better results when we work as a team.

Through active participation and team-work we can protect the environment and promote the welfare of our staff and the community.

Bill McFedries  
CFH Docmail Limited  
Group Managing Director/CEO



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