

Appendix 2 – Quality & Environmental policy statement

It is the policy of Mantra Services Limited to maintain a management system designed to meet the requirements of ISO 9001:2015 and 14001:2015 in pursuit of its primary objectives, the purpose and the context of the organisation.

It is the policy of Mantra Services to:

- strive to satisfy the requirements of all of our customers, stakeholders and interested parties whenever possible, meeting and exceeding their expectations;
- comply with all compliance obligations, codes of practice and all other requirements applicable to our activities including the nature, scale and environmental impacts of its activities, products and services;
- the reduction of hazards, prevention of injury, ill health, protection of the environment, including prevention of pollution, sustainable resource use, climate change mitigation and adaptation, the protection of biodiversity and ecosystems and any other specific commitments which are relevant to the context of the organisation;
- provide all the resources of equipment, trained and competent staff and any other requirements to enable these objectives to be met;
- ensure that all employees are made aware of their individual obligations in respect of this quality & environmental policy;
- maintain a management system that will achieve these objectives and seek continual improvement in the effectiveness and performance of our management system based on “risk”.
- The organisation will consult with and involve workers and their representatives in all aspects of occupational health and safety, including hazard identification, risk assessment, and control measures.

This integrated Quality, Environmental & Health & Safety policy provides a framework for setting, monitoring, reviewing and achieving our objectives, programmes and targets.

Customer service is an essential part of our service provision & process and to ensure this is fulfilled, all employees receive training to ensure awareness and understanding of IMS and its impact on customer service and of the products or service in which we provide.

To ensure the company maintains its awareness for continuous improvement, the IMS is regularly reviewed by “Top Management” to ensure it remains appropriate and suitable to our business. The IMS is subject to both internal and external annual audits.

Signed



Date 03.02.25

Director

For and on behalf of MANTRA SERVICES LIMITED.