



## INTEGRATED QUALITY, ENVIRONMENTAL & SAFETY PROCEDURE (iQESP)

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<b>Related Docs:</b>	<b>ISO Reference</b>		
	<b>Q 9001</b>	<b>E 14001</b>	<b>S 18001</b>
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### 1. INTRODUCTION

Hornbill maintains high levels of ethical, moral and cultural values i.e. integrity, fairness, best-practice and responsibility to all its stakeholders. To achieve this, the company recognises the need for a corporate vision and its implementation, through careful management from all employees to support these values. All aspects of the company's operations will be assessed for conformance to the highest industry standards through external accreditation.

The Board of Directors will make every resource available to support and achieve this Vision.

### 2. PROCEDURE

#### Corporate

We shall ensure a high level of business performance whilst minimising and effectively managing risk.

#### Customers

We will maintain the highest level of quality and service at all times. We will develop and maintain close communications and relationships with our customers to support them in the achievement of their selected Corporate and Social Responsibility objectives.

**Community**

We will develop and maintain close communications and relationships with our local community and encourage our employees' to participate in local community organisations and activities.

**Employees**

We shall treat all employees with the equality, fairness, value and respect that they deserve.

**Environmental**

We understand that our activities could affect the environment and the communities in which we operate. We will identify, minimise and effectively manage these impacts.

**Safety**

We shall provide clean, healthy and safe working environments.

**Suppliers & Contractors**

We shall select suppliers and contractors who adopt responsible business policies and practices in alignment with our own. We will require their compliance with the highest standards of ethical and moral business behaviour. This includes high fair trade standards, non-use or participation of child labour, slave labour or human trafficking and the maintenance of equitable working conditions for all within their supply chain.

**Communication**

We shall carefully inform and listen to all stakeholders, whilst maintaining a transparent and blame free environment.

**REVISION INDEX**

<b>DATE</b>	<b>ISSUE</b>	<b>SUMMARY OF CHANGE</b>
01/09/2015	1	First issue.