

## 2 TERRAPIN QUALITY POLICY STATEMENT

Terrapin Limited was established in 1949 and operates from its Head Office in Bletchley, Milton Keynes.

The company provides a full service for the:

***“Design, supply and construction of offsite manufactured buildings and building components for sale, lease or hire.”***

This involves meeting and exceeding the Clients specifications and operational needs through interpreting the client’s brief to the Company’s methods of construction. Where requested, the Company provides a building maintenance and relocation service.

Clients include Government Agencies, Local Authorities, Health Authorities and Educational Establishments, as well as many commercial and leisure organisations.

Terrapin Limited recognises the importance of a reliable standard of workmanship and service allied to regular inspections to confirm that work has been carried out in accordance with the requirements of the project specification.

The service / product provided conforms to agreed customers' requirements including compliance with legal, statutory and regulatory requirements.

Quality objectives are set and progressed via formal review. These objectives are clearly communicated to all employees so that they may participate in their achievement.

Appropriate resources are available and training is organised to support the needs of the business.

The Company has established an Integrated Management System which has been certified by BM TRADA Certification to comply with the requirements of

BS EN ISO 9001:2008.

The Company has a policy of continual improvement of both its products and its Customer focus ensuring that we understand the Customers needs, both now and for the future.

The Integrated Management System / policies are reviewed regularly to ensure it supports the needs of both the organisation and its customers, also to continually develop and improve the effectiveness of the IMS. Records of these reviews are maintained.

*A Day*

Adrian Day - Managing Director

Date June 2011

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## 2.1 Terrapin Environmental Policy Statement

Terrapin Ltd is committed to producing and delivering high quality Pre-Engineered buildings that utilise Offsite Construction Techniques. Terrapin Limited acknowledges that its operations impact on the environment in a number of ways and recognises the importance of responsibly managing its activities to avoid negative impact, and encourage continuous improvement to the environment.

Terrapin Limited has implemented a number of policy and procedural changes to prevent pollution and minimise the harmful effect of our actions wherever and whenever this is practicable in all areas of our business activities.

Terrapin Ltd ensures that it complies with relevant environmental legislation and with other requirements, in addition to its own environmental procedures and other standards. The company has established a series of objectives and targets that ensures the effective management of:

- Raw Materials - To ensure efficient and responsible sourcing of raw materials from sustainable sources wherever practical.
- Energy - By reducing our consumption of energy from the Earths non-renewable resources.
- Products & Processes - Through the efficient use of materials and equipment in our processes.
- Wastes & Discharges - Ensuring waste is minimised, recycled and re-used where possible, and only then disposed of in a responsible manner.
- Sites - Ensuring our Managers take responsibility for maintaining sites to the required standards, and to the requirements of this policy.
- Buildings - Working to ensure our facilities managers take responsibility for maintaining operational buildings to acceptable standards, and seek continuous improvement.
- Communication & Training - Delivering Environmental training to our employees and or persons working on behalf of the company in order to reinforce our Environmental aspirations.
- Business Investments - Seek to enter into partnerships and commercial arrangements with environmentally responsible companies to safeguard the environment, and deliver our policies.

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**Terrapin Environmental Policy Statement continued:**

- Suppliers, Vendors & Contractors - By ensuring our partners seek to achieve good practice and comply with our standards, policies, and requirements.
- Management Systems - Maintaining appropriate Management Systems in order to measure and continuously improve on our environmental performance.
- To help achieve these objectives the company has developed and implemented an Integrated Management System which has been certified by BM TRADA Certification to comply with the requirements of the Environmental Standard: BS EN ISO 14001:2004
- The Documented Environmental System and the company's operations are reviewed annually at meetings of the company Management Review team to determine any improvements that can be implemented.

The following documents are available for public scrutiny:

**The Terrapin Ltd Environmental Policy**

*A Day*

Adrian Day - Managing Director

Date June 2011

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