

# COMPANY POLICY



trac

The following statement defines the strategies and objectives employed by TRAC International Ltd and subsidiary companies (TRAC) to provide a wholly focused, dedicated and thorough service to our customers that meets their requirements and exceeds expectation. This policy has been devised following management review of all aspects of the business inclusive of the various measures and controls that have been implemented.

## SERVICE

TRAC is committed to providing the highest standard of service possible in the areas of safety, quality and innovation. We aim to listen to our customers needs, tailor our services accordingly and deliver them efficiently and safely. We will continually monitor the processes and feedback any innovations or improvements to our customers in order to exceed expectation.

## HEALTH, SAFETY, ENVIRONMENT, QUALITY

TRAC are committed to ensuring that all operations are conducted efficiently and effectively with full consideration given to all HSEQ issues.

We operate an integrated HSEQ management system, designed in accordance with ISO 9001:2008, ISO 14001:2004 and OHSAS 18001:2007. Additionally our system complies with the **Health & Safety at Work etc. Act 1974**, the **HSE HSG65 Successful Health and Safety Management**, the **IRATA Guidelines, NR/CS/OHS/002**, relevant environmental legislation (eg **the Environmental Protection Act 1990**) and other relevant associated standards and legislation.

The system is designed to achieve customer satisfaction and we aim to ensure that all aspects of our services are delivered to the highest standard. We will achieve this by preventing non-conformity at all stages by utilising risk assessment, hazard identification, planning techniques, non-conformance, preventive and corrective action systems, comprehensive internal auditing, safe working practices, trained and competent personnel, suitable and maintained equipment, and evaluation of environmental aspects and impacts.

In particular, we will:

- Provide the highest quality of service by all personnel from senior management through to frontline technicians
- Monitor and measure our systems on an ongoing basis to identify areas for improvement
- Take measures to avoid injury and ill health to all staff and any other individual involved in TRAC activities
- Carry out all activities in a safe and efficient manner to achieve, as far as possible, zero accidents or incidents
- Report any incidents to the HSE in accordance with RIDDOR
- Minimise negative impacts upon the environment wherever possible
- Handle and dispose of dangerous goods/ substances hazardous to health/ general waste in accordance with current legislation; reusing and recycling materials wherever possible
- Leave greenbelt and countryside areas as they were found

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We maintain a Health, Safety, Environmental and Quality Manual (TRACMAN 1) which encompasses all aspects of our HSEQ management system, such as responsibilities of personnel relevant to this policy; company organisation and HSEQ system set-up including specific systems and processes. Our manual also details our framework for establishing and reviewing company objectives via management review. Ongoing monitoring and measuring activities will assess our effectiveness against objectives and facilitate continual improvement of our HSEQ management system.

By following this system we commit to delivering a high quality service to our customers, a safe place to work for our employees and to prevent pollution and protect the environment. We commit to ensuring that adequate resources are provided to meet the needs of this policy and we ask that our employees cooperate with us to achieve a successful HSEQ system, taking reasonable care to protect their own safety and that of others.

All working areas identified within the scope of TRAC's business, as far as possible, shall ensure they comply with the HSEQ system set out in this policy.

## **INNOVATION**

Where ever possible, TRAC aim to continually improve on our level of service provision through innovative ideas, processes, planning and resources. Our HSEQ management system will be designed to encourage all personnel to play an active role in the improvement of the system.

## **RISK MANAGEMENT**

TRAC recognises the necessity of ongoing evaluation of business risks to create long-term sustainable value to the company. All risks will be assessed in a structured manner, across all organisational areas. Contingency measures have been established to minimise the impact of an interruption to TRAC activities and are subject to regular review by senior management.

## **INFORMATION SECURITY**

TRAC has ensured that all information held in the TRAC IT systems is fully protected. Senior management shall ensure that any information links with third parties are fully authorised and risk assessed prior to implementation.

## **CONFIDENTIALITY**

All employees of TRAC shall ensure that company activities are carried out in a professional manner and will hold all company and customer information in strictest confidence.

Implementation of this policy is the responsibility of the Managing Director, who is ultimately responsible for all Company operations.

**For and on behalf of TRAC:**

**Managing Director: Daniel Hawthorn**

**Signature:**

**Date: 14<sup>th</sup> August 2009**