

Integrated Quality, Environmental and Energy Management Policy

Owned by	Melanie Herridge, Business Director
Reviewed	October 2025
Version	10
Next Review Date	October 2026

Purpose and Scope

This Policy defines Smith & Byford Limited's commitment to maintaining an integrated Business & Energy Management System (BEMS) in accordance with ISO 9001:2015 (Quality), ISO 14001:2015 (Environmental) and ISO 50001:2018 (Energy) standards, as well as any future standards adopting the Annex SL framework.

It applies to all activities, products, and services that may affect quality, environmental performance, and energy use across our operations, offices, and field service locations.

Policy Statement

Smith & Byford Limited is committed to providing high-quality products and services, protecting the environment, and managing energy use efficiently. We will continually improve our performance in all three areas to ensure compliance, sustainability, and customer satisfaction.

Through our BEMS, we integrate these principles into our daily operations, decision-making, and long-term strategy.

Our Commitments

Customer Focus (ISO 9001:2015)

- Meet and, where possible, exceed customer expectations.
- Ensure all customer requirements are understood, met, and verified through effective quality assurance and communication.

Compliance and Legal Obligations (ISO 14001 & 50001)

- Identify, maintain, and comply with all relevant legal, regulatory, and other applicable requirements related to quality, environment, and energy management.
- Maintain evidence of compliance within our BEMS, with periodic reviews to ensure continued conformity.

Protection of the Environment (ISO 14001:2015)

- Commit to pollution prevention, sustainable resource use, climate change mitigation and adaptation, and protection of biodiversity and ecosystems.
- Manage environmental aspects and impacts to reduce negative effects and enhance positive contributions.

Energy Performance and Efficiency (ISO 50001:2018)

- Establish and maintain a Continual Energy Improvement Programme aimed at optimising energy performance and reducing consumption.

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 Reg. No. 1074356 England, Registered Office St George House, Station Approach, Cheam, Surrey, SM2 7AT
 Directors: W.Smith, D.Ovington, A.Wilson, P.McLachlan, B.Grove, B.Smith, H.Smith, M.Herridge



- Integrate energy efficiency into business planning, project design, procurement of products, and operational control.
- Update energy baselines periodically (current baseline: 2022) to reflect operational changes and use them to set measurable objectives and targets.

Leadership and Accountability

- Top Management demonstrates leadership by ensuring the policy is aligned with the organisation's strategic direction and communicated effectively.
- Managers and employees are empowered and accountable for the aspects of their work that affect quality, environmental, and energy performance.

Competence and Resources

- Provide all necessary resources, infrastructure, information, and training to ensure competence and effectiveness in achieving objectives.

Continual Improvement

- Establish objectives and targets for quality, environment, and energy performance that are measurable, monitored, and reviewed at planned intervals.
- Apply risk-based thinking and lifecycle perspective to drive continual improvement across all areas of the BEMS.

Objectives and Performance Monitoring

- Quality, environmental, and energy objectives are set, reviewed, and updated during quarterly management review meetings.
- Progress is measured through Key Performance Indicators (KPIs) defined within the BEMS.
- Internal and external audits assess system performance and identify opportunities for improvement.

Communication and Awareness

This policy is communicated to all staff working for or on behalf of Smith & Byford.

- Employees are trained to understand their responsibilities and the impact of their work.
- The policy is available to the public via our company website and upon request.

Review and Approval

This policy is reviewed annually to ensure its continued suitability, adequacy, and effectiveness in line with changes in legislation, standards, and business context.

Signed by Melanie Herridge, Business Director



Date: 16th October 2025