

QUALITY POLICY

CUSTOMER SATISFACTION
 ATTENTION TO DETAIL
 RIGHT FIRST TIME
 EDUCATION

It is the established policy of British Ceramic Tile Limited to exceed customer expectations regarding both product and service as a means of ensuring the continued loyalty of existing customers, and attracting new customers.

ENVIRONMENTAL POLICY

TARGET DRIVEN
 REDUCE, REUSE, RECYCLE
 ENVIRONMENTAL PRACTICES
 EMPLOYEE INVOLVEMENT

British Ceramic Tile Limited is committed to achieving best practicable environmental practice in all aspects of its activities, and specifically to the prevention of pollution. This extends to the encouragement of suppliers & customers alike to pursue environmentally responsible practices.

British Ceramic Tile Limited does not actively communicate its significant environmental impacts, but will divulge such information upon request from interested external parties in accordance with its external communications process SP09.5.1

HEALTH & SAFETY POLICY

SAFETY AWARENESS
 ACCIDENT PREVENTION
 FIRE PREVENTION
 EMPLOYEE INVOLVEMENT

British Ceramic Tile Limited is committed to provide for the health, safety and welfare of its employees & anyone affected by its business activities. Continual improvements will be made, as far as reasonably practicable to reduce/eliminate injury & ill health by provision of safe workplaces, equipment and systems of work.

INTEGRATED POLICY

British Ceramic Tile Limited has implemented an Integrated Management System (IMS), based on the requirements of ISO9001:2008, ISO14001:2004, OHSAS 18001:2007 and PAS 99:2006 as a means of fulfilling the above policies.

British Ceramic Tile Limited shall conduct regular system evaluations and management reviews, including formal internal audits and risk assessments to ensure the following:

- Overall system compliance, suitability & effectiveness.
- Continued compliance with legislative, regulatory and other subscribed requirements.
- Continuous improvement opportunities are identified, planned and implemented.

British Ceramic Tile Limited is committed to providing training, awareness and guidance on all issues to ensure high quality products are sourced, manufactured & provided in a safe and environmentally responsible manner.

These Policy Statements shall be made available upon request to any interested parties.

British Ceramic Tile Limited have implemented additional 'Company Policies' related to the Health, Safety & Welfare which further enhance these Management System Policy Statements.

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 Page 1 of 1

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