

## EQMS Policy Statement

**DAL** has developed an Integrated Environmental and Quality system (EQMS) which uses ISO 9001:2015 and ISO 14001:2015 as the framework that allows our organisation to document and improve our quality and environmental practices to better satisfy the needs and expectations of customers, and any other interested parties. Our EQMS Policy demonstrates the method by which we accomplish our key business target of meeting customer satisfaction through the continual improvement in all aspects of our business.

### OUR ENVIRONMENT

DAL recognises that in our day to day operations we inevitably impact on the environment in several ways and are committed to reduce our impact through continual improvement in our environmental performance. Our commitments include:

- Ensuring that we comply with all regulatory and legal requirements.
- Identifying all our significant impacts on the environment and setting objectives and targets to reduce those impacts.
- Promoting a sustainable approach to business, in partnership with all interested parties, ensuring environmental issues are considered when designing our services.
- Working with our suppliers to ensure they recognise and reduce the environmental impact of their products and transportation.
- Understanding the life cycle of our services, including the disposal of equipment or any other physical assets under our control.
- Minimising the amount of waste through sustainable waste management through: ELIMINATION, REDUCTION, REUSE and RECYCLING of materials where possible.
- Continual improvement in our environmental performance, through the implementation of our EMS, and the establishment of measurable environmental objectives and targets. These are documented, implemented, maintained, monitored, and reviewed.
- Ensuring that we integrate sustainability considerations into all our business decisions.
- Updating our Company car and van fleet to newer, lower CO2, Hybrid or Electric technologies.
- Maintaining our EQMS system in accordance with the requirements of ISO 14001 and ISO 9001.

### OUR QUALITY

DAL is committed to achieving competitive excellence and providing our customers with services and products designed, produced, and maintained to meet or exceed their expectations by:

- Complying with all customers, statutory and regulatory requirements.
- Ensuring our management team demonstrate leadership and commitment for establishing, implementing, integrating, and maintaining the quality management system in a commitment to satisfy the requirements of the international standard ISO 9001:2015.

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- Using our EQMS system to continually improve the services we offer.
- Continually improving our processes via our EQMS.
- Ensuring our EQMS system is subject to regular internal and external audits.
- The quality management system is monitored, measured, evaluated, and enhanced regularly under top management responsibility, with regular reporting and communication of the status and effectiveness at all levels.

A copy of the policy is issued to all new staff members on joining the company and the new employee induction program covers essential elements of EQMS awareness. The policy is kept under review and staff notified of significant changes, in the policy document and other documents, via notice boards, e-mail and company / team meetings and to clients on request.

Signed



Jon Sweet

**Managing Director**

**Date : 18th Feb 2025**

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