

# INTEGRATED MANAGEMENT SYSTEMS (IMS) POLICY STATEMENT



**IPM Facilities Ltd**  
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IPM Facilities provide facilities management services to corporate and commercial clients, ensuring their internal and external working environments are welcoming, safe, and positive places for their customers and tenants.

Our Integrated Management Systems Policy (IMS Policy) for Quality of service – ISO9001-2015 and Environmental standards – ISO14001-2015, has been established in line with our company business strategy. IPM Facilities Ltd recognises that successful quality and environmental management is fundamental to its business and is committed to the continual improvement of all relevant processes and procedures to ensure all standards are met and exceeded.

We strive to prevent pollution and minimize environmental impacts from our activities and to provide products and services to the complete satisfaction of our customers. Our goal is to: -

- Pursue the highest possible standards of quality and environmental management performance
- Respond promptly to our customers' requirements
- Work to ensure the quality of the products or services delivered to our customers consistently meets or exceeds their expectations.
- Effective approval and management of suppliers and sub-contractors
- Promote environmental awareness and actively encourage clients and suppliers to adopt best environmental practice
- Comply with all relevant legislation, regulations, and other legal and industry requirements
- Seek to minimize the environmental impact of our operations by preventing pollution and reducing energy consumption
- Maintain a robust, effective internal audit program of our IMS
- Continually review the suitability of our IMS policies, procedures and working practices

Achievement of satisfactory performance in these areas and continual improvement of the Integrated Management System are supported by the establishment and review of quality and environmental objectives throughout the organisation.

The policy, organisation, and procedures necessary to achieve the required standards are described in our Quality Management System.

The Compliance & HR Manager is responsible for monitoring the quality system and reports regularly to the Managing Director on the system's implementation, status, and effectiveness.

Signed:

**Mark Noakes** – Managing Director